



Australian Government

ICTICT415 Provide one-to-one instruction

Release: 1

ICTICT415 Provide one-to-one instruction

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 convey technical information to an individual client for their specific use.

It applies to individuals who are competent in a wide range of general information and communications technologies (ICT), and support clients in technical areas, including instructing others on an individual basis.

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 client needs	1.1 Meet with client to determine learning needs and type of one-to-one instruction required 1.2 Decide upon actions for delivery of one-to-one instruction
2. Organise instruction resources	2.1 Determine the resources required to perform the instruction 2.2 Prepare the instruction plan 2.3 Acquire the resources according to organisational guidelines and prepare the resources for the instruction session 2.4 Provide client with details of instruction plan
3. Provide appropriate	3.1 Provide instruction session to client, using identified

ELEMENT	PERFORMANCE CRITERIA
instruction	instructions 3.2 Document the instruction session according to organisational guidelines 3.3 Refer further instruction requirements or training needs to appropriate person as required
4. Obtain client feedback	4.1 Create or obtain an evaluation and feedback form or other feedback mechanism according to organisational guidelines 4.2 Obtain client evaluation and feedback to ensure the requirements of the client are met 4.3 Review client feedback and discuss suggestions with appropriate person

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, 2.1, 2.3, 4.3	Reviews documentation to identify relevant information relating to the client learning needs and delivery method
Writing	2.2-2.4, 3.2, 4.1	Uses correct grammar and spelling, and plain English, and translates technical terminology in order to convey and obtain explicit information for a specific audience
Oral Communication	1.1, 2.1-2.4, 3.1, 3.3, 4.2, 4.3	Uses correct tone, pitch and volume, clear diction, plain English and simple sentence structure, and effective listening and questioning techniques when conducting instruction sessions, liaising with the client and obtaining feedback
Interact with others	3.1, 3.3	Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Navigate the world of work	2.3, 3.2, 4.1	Recognises and responds to both explicit and implicit protocols within familiar work contexts

Get the work done	1.2, 2.1, 2.3	• Uses a combination of planning processes and an increasingly intuitive understanding of context to identify relevant information, including necessary resources and time required to undertake tasks • Takes responsibility for the outcomes of routine decisions related directly to own role
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT415 Provide one-to-one instruction	ICAICT415A Provide one-to-one instruction	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>

Assessment Requirements for ICTICT415 Provide one-to-one instruction

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Performance Evidence

Evidence of the ability to:

- determine the instruction required by client
- acquire and prepare associated resources
- demonstrate empathy and understanding of the learner and accommodate different cultures
- convey technical information to individual clients for their specific use in a clear, concise and coherent manner
- convey the meanings of technical jargon.

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:

- identify delivery and evaluation methods
- discuss adult learning principles and styles
- outline communication and facilitation techniques
- discuss critical behaviour issues and problems that can occur with one-on-one instruction
- describe the general features and capabilities of current industry accepted hardware and software products
- describe the functions and features of common operating systems (OS)
- identify and describe hardware and software supported by the organisation
- recognise the availability of in-house or vendor support
- identify and describe common information and communications technology (ICT) terms and terminology
- describe security and network guidelines and procedures
- outline sources and availability of technical and organisational systems

- specify telephone, fax and online functions and procedures
- identify and incorporate work group procedures.

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 client requirements either directly or through a peer or supervisor.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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