



Australian Government

ICTICT441 Provide one-to-one instructions

Release: 1

ICTICT441 Provide one-to-one instructions

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

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 Identify learning needs of one-to-one instruction according to client requirements 1.2 Define required one-to-one method of instruction delivery 1.3 Determine any additional factors for one-to-one instruction delivery according to learning needs
2. Organise instruction resources and plan	2.1 Determine required instruction resources according to instruction requirements 2.2 Prepare and document instruction session according to learning needs and instruction requirements 2.3 Provide instruction plan document to required personnel and seek and respond to feedback

ELEMENT	PERFORMANCE CRITERIA
3. Provide instruction	3.1 Gather required resources according to instruction plan 3.2 Provide instruction session according to instruction plan 3.3 Document instruction session outcomes according to organisational guidelines and procedures 3.4 Identify and refer further instruction requirements and training needs for client
4. Obtain client feedback	4.1 Write and distribute evaluation feedback mechanism to client 4.2 Retrieve, review and identify how client feedback can be incorporated for future instructions 4.3 Report on instruction and client feedback evaluation and submit to required personnel

Foundation Skills

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

SKILL	DESCRIPTION
Reading	Reviews documentation to identify information relating to learning needs and delivery method requirements
Writing	Translates technical terminology in order to convey and obtain explicit information for a specific audience
Teamwork	Demonstrates an understanding of requirements of important communication exchanges, selecting applicable channels, format, tone and content according to purpose and audience
Planning and organising	Uses a combination of planning processes and an increasingly intuitive understanding of context to identify applicable information, including required resources and time required to undertake tasks
Self-management	- Analyses explicit and implicit protocols within familiar work contexts - Manages outcomes of routine decisions directly applicable to own role

Unit Mapping Information

Supersedes and is equivalent to ICTICT415 Provide one-to-one instruction.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTICT441 Provide one-to-one instructions

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- determine instructions, prepare resources and convey technical information to individual clients for their specific use on at least one occasion.

In the course of the above, the candidate must:

- empathise with learner and accommodate different cultures
- instruct in a clear, concise and coherent manner
- convey meanings of technical jargon.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- industry standard delivery and evaluation methods
- adult learning principles and styles applicable to one-to-one instructions
- communication and facilitation techniques applicable to one-to-one instructions
- critical behaviour issues and problems that can occur with one-on-one instruction
- industry standard Information and Communications Technology (ICT) terms and terminology
- organisational procedures applicable to providing one-to-one instruction.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- client learning requirements

- documentation outlining organisation's policies, procedures and guidelines that may impact on how instructions are delivered
- required ICT tools, hardware and software.

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