



Australian Government

ICTICT443 Work collaboratively in the ICT industry

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 6.0.

Application

This unit describes the skills required to work collaboratively in virtual Information and Communications (ICT) team environments to achieve organisational objectives. It includes contributing to performance and capability within teams, participating in team activities, exchanging knowledge and skills and providing support to team members.

It applies to all individuals who work in teams that utilise multiple technologies to complete a collective task.

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. Identify team protocols requirements for working collaboratively in a virtual environment	1.1 Identify team protocols for virtual ways of working, including cyber safety protocol 1.2 Identify communication tools and technology available to support teams working collaboratively in virtual environments 1.3 Determine roles and responsibilities of team members according to team communication protocols 1.4 Determine areas to improve team protocols for working collaboratively in a virtual environment
2. Develop protocols to work collaboratively	2.1 Review technology utilised to support teams working collaboratively in virtual environments

ELEMENT	PERFORMANCE CRITERIA
in a virtual environment	2.2 Develop protocols to share knowledge collaboratively in a virtual environment according to work details and team objectives 2.3 Develop cyber security protocols in accordance with organisational cyber security procedures
3. Review compliance with protocols to work collaboratively in a virtual environment	3.1 Review protocols utilised to support teams working collaboratively in virtual environments 3.2 Seek feedback from relevant personnel on team communication practices according to working collaboratively in virtual environments protocols 3.3 Determine improvements to future work protocols in virtual environments

Foundation Skills

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

Skill	Description
Oral communication	Uses listening and questioning techniques and project specific terminology to liaise with team members, present information and obtain feedback
Teamwork	Collaborates with others to achieve joint outcomes, playing an active role in facilitating group interaction, influencing direction and occasionally taking a leadership role
Problem solving	Responds intuitively to problems requiring immediate attention, drawing on past experience to devise solutions
Technology	Uses a range of digitally based technology and applications to access and filter data, extract, organise, integrate and share information

Unit Mapping Information

Supersedes and is equivalent to ICTICT419 Work effectively in the digital media industry.

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 ICTICT443 Work collaboratively in the ICT industry

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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:

- develop at least two protocols for teams working collaboratively in virtual environments that help achieve team objectives
- identify at least two communication tools and technology to support teams working collaboratively in virtual environments.

In the course of the above, the candidate must:

- review compliance of protocols to work collaboratively in a virtual environment
- seek and respond to feedback
- share knowledge and information according to work details, team objectives, organisational policies and procedures.

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:

- legislation, codes, regulations and standards, and work health and safety requirements for collaborative work arrangements
- organisational cyber security protocols
- protocols for virtual ways of working, including:
 - virtual platforms used
 - frequency of virtual platform use
- functions and features of team communication strategies
- communication techniques in virtual teams
- methods of mediating conflicting perspectives in virtual teams
- roles and responsibilities of team members in promoting collaborative work environments
- constructive feedback techniques.

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:

- documentation of the organisation's communication tools and technology available to support virtual, remote and collocated teams
- policies and guidelines on using collaborative communication tools
- industry standard communication tools, hardware and software
- legislative, regulatory and industry codes of practice and organisational guidelines that impact collaborative work
- industry standard ICT equipment and technology to research and analyse industry information.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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