



Australian Government

ICTICT606 Develop communities of practice

Release: 1

ICTICT606 Develop communities of practice

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 identify areas that would benefit from communities of practice (CoPs), and to develop such communities.

It applies to individuals who work in senior information and communications technology (ICT) management roles and are responsible for teams and their production.

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 requirement for community of practice	1.1 Map organisational knowledge 1.2 Identify existing informal communities of practice (CoPs) 1.3 Identify situations where staff will benefit from closer cooperation across organisational boundaries 1.4 Identify those in disparate areas that share work goals
2. Devise spaces for involvement	2.1 Enable electronic meeting spaces 2.2 Enable shared storage areas, both public and private 2.3 Enable group mailing capability 2.4 Enable other appropriate technical facilitators

ELEMENT	PERFORMANCE CRITERIA
3. Invite participation	3.1 Publicise collaborative tools 3.2 Invite staff in areas identified above to group events, such as training and conferences 3.3 Allow new groups to coalesce spontaneously 3.4 Accept different levels of participation
4. Assist evolution of community	4.1 Facilitate regular contact within CoPs 4.2 Enable evolution of CoPs, including the disbanding of a CoP where its purpose has been achieved

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	1.1-1.4	Identifies and reviews a wide variety of text sourced from organisational documentation, electronic meeting places and the organisational knowledge bank to determine relevant and key information
Writing	1.1, 3.1, 3.2, 4.1, 4.2	Uses persuasive writing, correct spelling, appropriate grammatical structures and a broad range of vocabulary, including idioms, colloquialisms and technical terminology, and applies document structures suitable to the document type
Oral Communication	1.1-1.4, 3.1, 3.2, 4.1, 4.2	- Elicits the view and opinions of others and obtains information by using effective listening and probing open questioning techniques - Uses the appropriate pitch and tone of voice, encouraging body language, reflective responses, plain English and a courteous manner when encouraging participation and facilitating CoPs
Interact with others	3.2-3.4, 4.1	Fosters a collaborative culture within own sphere of influence, facilitating a sense of commitment and cohesion, and highlighting and using the strengths of those involved
Get the work done	1.1-1.4, 2.1-2.4, 4.2	Takes responsibility for defining key aspects of own workload, balancing own needs and priorities with

		those of the work group • Actively identifies, creates and utilises linkages to enhance knowledge sharing, idea creation, individual and collective engagement and work outcomes • Actively identifies systems, devices and applications with potential to meet current and future needs
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT606 Develop communities of practice	ICAICT606A Develop communities of practice	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 ICTICT606 Develop communities of practice

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Performance Evidence

Evidence of the ability to:

- identify and map appropriate areas for communities of practice (CoPs) for an organisation
- identify and manage the provision of enabling methodologies
- foster and encourage participation in CoP
- facilitate the development of CoP.

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:

- define ‘communities of practice’ and describe their purpose in an organisation
- outline organisational structures, goals and knowledge, and how they apply to CoPs
- identify and compare communications enabling technologies
- discuss group dynamics and its impact on building CoPs
- describe techniques to promote, market and engage with CoPs and the enabling technologies.

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 information and communications technology (ICT) industry, and include access to:

- an organisational structure, goals and knowledge
- a site where CoP may be developed.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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