



Australian Government

ICTICT616 Develop communities of practice

Release: 1

ICTICT616 Develop communities of practice

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

The unit applies to senior Information and Communications Technology (ICT) management professionals responsible for teams and their output.

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 community of practice requirements	1.1 Develop and document organisational knowledge map 1.2 Identify existing informal communities of practice (CoPs) 1.3 Determine and document needs and benefit of CoPs 1.4 Identify groups in disparate areas that share work goals
2. Devise spaces for involvement	2.1 Research and determine electronic meeting space according to group requirements 2.2 Search and secure shared storage in public and private areas 2.3 Enable group mailing capability 2.4 Enable other required technical facilitators

ELEMENT	PERFORMANCE CRITERIA
3. Invite participation	3.1 Publicise and promote CoP collaborative tools according to group requirements 3.2 Host and invite required personnel to group events 3.3 Allow new groups to coalesce 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 4.3 Seek feedback from group participants and change CoP accordingly

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Learning	Actively identifies, creates and utilises linkages to enhance knowledge sharing, idea creation, individual and collective engagement and work outcomes
Oral communication	Uses the appropriate tone of voice, encouraging body language, plain English and a courteous manner when encouraging participation and facilitating CoPs
Reading	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	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
Teamwork	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
Planning and organising	Takes responsibility for defining key aspects of own workload, balancing own needs and priorities with those of the work group
Problem solving	Actively identifies systems, devices and applications with potential to meet current and future needs

Unit Mapping Information

Supersedes and is equivalent to ICTICT606 Develop communities of practice.

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 ICTICT616 Develop communities of practice

Modification History

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

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:

- identify, map and facilitate a community of practice (CoP) with more than three people.

In the course of the above, the candidate must:

- facilitate effective interaction and communicate within the group
- define purpose and intent of a CoP.

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:

- ‘communities of practice’ features and purpose
- organisational structures, goals and knowledge and how they apply to CoPs
- communications enabling technologies that apply to developing communities of practice
- group dynamics and its impact on building CoPs in an organisational setting
- methodologies to promote, market and engage with CoPs and the enabling technologies.

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:

- an organisational structure, goals and knowledge
- a site where CoP may be developed
- personnel that forms a community
- user device.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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