



Australian Government

ICTPMG401 Support small scale ICT projects

Release: 1

ICTPMG401 Support small scale ICT projects

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 support the management of low risk, straightforward information and communications technology (ICT) projects within an organisation.

It applies to individuals who may work under supervision but have responsibility to ensure workflow is planned and completed in line with requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Project management

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. Support project commencement	1.1 Confirm business opportunity to ensure the project objectives are understood 1.2 Identify stakeholders and gather requirements 1.3 Prepare a project charter or project proposal and obtain agreement from project sponsor
2. Support project plan development	2.1 Break down the requirements to identify tasks and resources needed to complete the project plan 2.2 Compile a schedule of project tasks, including realistic timeframes and costs if required 2.3 Allocate task responsibilities to project team members

ELEMENT	PERFORMANCE CRITERIA
	2.4 Agree on a process with the sponsor to manage risks or unexpected events that may arise and affect project objectives
3. Support project completion	3.1 Work with project team to ensure project activities meet timeframe, scope, cost and quality expectations 3.2 Monitor and control project risks and issues according to the agreed process 3.3 Verify that project deliverables meet project expectations and sign off as complete 3.4 Train users, if applicable
4. Support project closure	4.1 Prepare ICT support or maintenance documents if applicable 4.2 Obtain final project sign-off from sponsor and key stakeholders 4.3 Document lessons learned and close the project

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, 1.2, 2.1, 3.3	Interprets and analyses text to gather detailed information and confirm requirements
Writing	1.3, 2.2, 4.1, 4.3	Produces texts of varying complexity using appropriate language and grammar in logical sequence to convey information effectively
Oral Communication	1.1, 1.3, 2.3, 2.4, 3.1, 3.3, 3.4, 4.2	- Listens and participates in oral exchanges to effectively identify and confirm requirements - Delivers presentation using appropriate and effective language to convey information
Numeracy	2.2	Formulates numerical assumptions and performs mathematical calculations appropriate to the task
Navigate the world of work	4.2	Follows protocols and meets expectations associated with own role when obtaining final sign-off

Interact with others	2.3, 3.1, 3.4	Collaborates with others to achieve joint outcomes, allocating tasks to team members and working with them to complete tasks according to plan
Get the work done	1.1-1.3, 2.1-2.4, 3.2, 3.3	- Sequences and schedules complex activities, monitors implementation and manages relevant communication - Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria - Applies formal problem-solving processes when tackling unfamiliar problems, breaking complex issues into manageable parts and identifying and evaluating several options for action when managing risks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTPMG401 Support small scale ICT projects	ICAPMG401A Support small scale IT projects	Updated to meet Standards for Training Packages. Minor edit to competency title.	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 ICTPMG401 Support small scale ICT projects

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Performance Evidence

Evidence of the ability to:

- develop a project plan appropriate to the project objectives and the project proposal
- support the initiation, control and completion of a simple small-scale information and communications technology (ICT) project
- identify and apply requirements and expectations of a project according to the project plan.

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 the different project-management and planning methods and tools
- explain the characteristics of technical teams
- describe the different methods of communication and communication styles, including interviewing techniques
- explain the organisational values, policies and processes that may be relevant to the project
- describe the risks associated with small scale projects including:
 - cost
 - scope
 - timelines.

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 ICT project management field of work, and include access to office equipment, materials and industry software packages.

Assessors must satisfy NVR/AQTF assessor requirements.

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