



Australian Government

ICTPMG411 Support small scale ICT projects

Release: 1

ICTPMG411 Support small scale ICT projects

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 support the management of low risk, straight forward Information and Communications Technology (ICT) projects within an organisation.

It applies to individuals who work under a level of supervision but have responsibility to ensure workflow is planned and completed on time and in line with organisational and task 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 Identify applicable organisational policies and procedures 1.2 Identify stakeholders and project sponsor 1.3 Identify project objectives and gather requirements 1.4 Prepare project documents and obtain approval from project sponsor
2. Support project plan development	2.1 Break down requirements into individual project tasks 2.2 Identify and gather resources required for project 2.3 Compile schedule of project tasks 2.4 Allocate task responsibilities to project team members 2.5 Discuss and agree on risk management process with project

ELEMENT	PERFORMANCE CRITERIA
	sponsor 2.6 Finalise project plan and obtain sign off from required personnel
3. Support project completion	3.1 Discuss and confirm project activities meet timeframe, scope, cost and quality expectations with project team 3.2 Monitor and manage project risks and issues according to risk management procedures 3.3 Confirm all work tasks have been performed and project deliverables meet project requirements 3.4 Initiate and complete sign off 3.5 Present project to stakeholders and train stakeholders in project outcomes if required
4. Support project closure	4.1 Prepare ICT support and maintenance documents 4.2 Obtain final project sign-off from required personnel 4.3 Save and back up project documentation 4.4 Review and assess impact of support to small scale ICT project team performance 4.5 Document lessons learned and support project close

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
Reading	Interprets and analyses text to gather detailed information and confirm requirements
Writing	Prepares documentation recording project plan and lessons learned using required language and grammar in logical sequence to convey information
Oral Communication	Uses effective verbal techniques to confirm requirements and present information using industry language for intended audience
Numeracy	Formulates numerical assumptions and performs mathematical calculations required for task completion
Self- management	Follows protocols and meets expectations applicable to own role
Teamwork	Collaborates with others to achieve joint outcomes

SKILL	DESCRIPTION
Planning and organising	Sequences and schedules complex activities, monitors implementation and manages relevant communication
Problem solving	- 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 actioning and managing risks

Unit Mapping Information

Supersedes and is equivalent to ICTPMG401 Support small scale ICT projects.

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 ICTPMG411 Support small scale ICT projects

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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:

- support the initiation, control and completion of two different simple small-scale ICT projects, on separate occasions.

In the course of the above, the candidate must:

- develop a project plan applicable to the individual project objectives, project requirements and project
- comply with requirements and expectations of a project plan
- document and save work.

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:

- project documents, including:
 - project charter
 - project proposal
- project planning process, including:
 - realistic project timelines
 - project costs
- multiple project-management and planning methods and tools
- characteristics of technical teams required to support small scale ICT projects
- different methods of communication and communication styles required to support small scale ICT projects
- applicable organisational values, policies and processes
- risks associated with small scale projects including:
 - cost

- scope
- timelines.

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:

- ICT equipment and materials required for supporting simple small-scale ICT projects
- industry software packages
- a range of simulated simple small-scale ICT projects
- stakeholders and project sponsor
- project plan and document templates.

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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