



Australian Government

ICTPMG606 Manage ICT project quality

Release: 1

ICTPMG606 Manage ICT project quality

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 implement quality assurance processes using quality control data to ensure continuous improvement for the benefit of current and future information and communications technology (ICT) projects.

It applies to individuals who may be required to apply high level business management, quality and technical knowledge and skills to ensure that projects are delivered, evaluated and monitored in accordance with organisational quality management systems and processes.

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. Establish a quality management plan	1.1 Determine project quality requirements with reference to project scope and stakeholder needs and expectations 1.2 Adopt or agree on organisational quality policy and quality standards with stakeholders 1.3 Determine project quality management approach, including proposed quality assurance processes and quality control measurement methods and benchmarks 1.4 Negotiate project quality, cost, time trade-offs and changes to stakeholder expectations if necessary 1.5 Develop a quality management plan for the project and

ELEMENT	PERFORMANCE CRITERIA
	obtain sign-off
2. Perform ICT quality assurance processes	2.1 Execute quality assurance activities as the project progresses according to the quality management plan 2.2 Identify project processes not meeting quality standards agreed in the quality management plan 2.3 Raise project change request to action process changes or corrective actions, update project management plan and quality baselines as necessary
3. Perform quality control	3.1 Validate project processes and deliverables against quality requirements as the project progresses 3.2 Review quality control metrics and take action as necessary to investigate and understand the reasons for failure 3.3 Use quality management tools to determine failures and root causes, and implement continuous improvement processes

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, 1.3, 1.4, 2.1	Interprets and analyses complex textual data to identify stakeholder requirements, establish project scope and identify issues
Writing	1.4, 1.5	- Compiles the project management plan using technical language appropriate to the readers - Presents project components in a logical and prescriptive manner to ensure clarity of expectations - Uses writing style that meets organisational requirements when presenting plans and negotiating approvals for complex projects
Oral Communication	1.1-1.5, 2.1-2.3	- Uses effective listening, questioning and summarising skills when participating or facilitating discussions crucial to the development of project management plans - Uses appropriate language when addressing individuals or groups and when discussing audit

		results and negotiations
Numeracy	1.4, 3.2, 3.3	• Uses mathematical and statistical formulae when validating researched data necessary to support the project management strategy and evaluate project quality metrics
Get the work done	1.1-1.5, 2.1, 2.2, 3.1, 3.2, 3.3	• Uses a combination of formal logical planning processes and an increasingly intuitive understanding of context to identify relevant information and risks • Identifies and evaluates alternative strategies and resources • May use formal analytical and lateral thinking techniques for identifying issues and generating and evaluating possible solutions • Recognises the potential of new approaches to enhance work practices and outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTPMG606 Manage ICT project quality	ICAPMG606 Manage IT project quality	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 ICTPMG606 Manage ICT project quality

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Performance Evidence

Evidence of the ability to:

- prepare a quality management plan
- identify and implement appropriate quality management processes within a complex information and communications technology (ICT) project
- evaluate performance using quality assurance processes
- prepare quality reports.

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:

- explain the problem-solving tools and techniques
- identify and explain project management roles and responsibilities
- outline the quality improvement processes and methodology
- explain the quality management theory, techniques, tools and methodologies
- identify and describe the purpose of quality standards and benchmarks.

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:

- industry software packages
- facilities suitable for holding quality assurance problem-solving workshops.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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