



Australian Government

ICTWOR201 Work effectively in telecommunications technology

Release: 1

ICTWOR201 Work effectively in telecommunications technology

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to recognise the various sectors of the telecommunications industry and to perform individual work and work with others in telecommunications technology.

It applies to individuals who may undertake a range of simple tasks under close supervision and whose range of technical skills and knowledge is limited.

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

Unit Sector

Telecommunications – workplace effectiveness

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan skills development	1.1 Obtain and update specific information on the various sectors of the telecommunications industry 1.2 Seek advice on future career directions from appropriate people 1.3 Identify possible career directions in industry or organisation for personal advancement 1.4 Conduct self-assessment of personal skills against job role to identify skills gap and plan for further skills development 1.5 Determine appropriate methods to acquire additional skills 1.6 Prepare portfolio of evidence to support the skills development plan

	1.7 Identify and apply methods for maintaining currency of industry developments
2. Organise personal work priorities	2.1 Ensure that employment terms and conditions are accessed and understood 2.2 Ensure that work goals and objectives are understood, negotiated and agreed according to organisational requirements 2.3 Identify, access sources of information relevant to technical and regulatory requirements and apply to work 2.4 Assess and prioritise workload to ensure tasks are completed within identified timeframes 2.5 Monitor and adjust personal work performance to ensure achievement of tasks
3. Participate in a team	3.1 Consult team members to identify team purpose, roles, responsibilities, goals, plans and objectives 3.2 Develop strategies to support the team and seek assistance from team members when necessary to prevent conflict within the team 3.3 Give and receive feedback to assist in meeting team and organisation goals 3.4 Communicate unresolved issues to appropriate personnel to ensure action is taken in response to these matters

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
Learning	1.3, 1.4, 1.5, 1.7, 2.5	Employs a range of approaches and investigative techniques to source the knowledge required to establish, plan, manage and evaluate skill development
Reading	1.1, 2.1, 2.3	Recognises and interprets text to determine key information and specific requirements and responsibilities
Writing	1.6	Develops material for a specific audience using clear and detailed language in order to convey explicit information, requirements and

		recommendations
Oral Communication	1.2, 3.1, 3.3, 3.4	Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning
Navigate the world of work	2.1, 2.2, 3.3	- Takes steps to develop skills, obtain qualifications and/or experience relevant to current or desired work role - Attempts to follow directions on the scope of responsibility within the role and begins to recognise when to involve others
Interact with others	1.2, 3.1, 3.2, 3.3	- Cooperates with team as part of familiar routine activities, and contributes to specific activities requiring joint responsibility and accountability - Seeks support from team when preventing conflict
Get the work done	1.3-.6, 2.2, 2.4, 2.5	Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing and timing

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalency status
ICTWOR201 Work effectively in telecommunications technology	ICTWOR2141A Work effectively in a telecommunications technology team	Updated to meet Standards for Training Packages Code and title changed.	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 ICTWOR201 Work effectively in telecommunications technology

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Performance Evidence

Evidence of the ability to:

- develop a career portfolio or similar information
- obtain information on the relevant telecommunications industry sectors including employment conditions
- prepare work schedule, prioritising urgent requests
- actively participate in a team.

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:

- outline different roles that people may play within a telecommunications team, how this impacts on the way a team works and what it might achieve
- identify the terms and conditions of employment common to the telecommunications industry
- identify legislation, codes of practice and other formal agreements that impact on the work activity
- identify the various sectors of the telecommunications industry
- identify organisational policies, plans and procedures
- describe skills development in career planning terms
- identify sources of advice on career planning and skill development
- outline specific work health and safety (WHS) requirements relating to the activity and site conditions
- identify types of evidence and ways of creating portfolios of evidence
- outline typical issues and challenges that occur when working in teams.

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 Telecommunications – Workplace effectiveness field of work and include access to:

- a telecommunications technology team
- examples of resumes and career planning resources
- relevant documentation.

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

Links

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