



**Australian Government**

# **ICTWOR202 Work effectively in the digital and telecommunications industry**

**Release: 1**

# ICTWOR202 Work effectively in the digital and telecommunications industry

## Modification History

| Release   | Comments                                                                                               |
|-----------|--------------------------------------------------------------------------------------------------------|
| Release 1 | This version released with ICT Information and Communications Technology Training Package Version 5.0. |

## Application

This unit describes the skills and knowledge required to work effectively within the digital and telecommunications industry and to work within enterprise arrangements and requirements.

It applies to individuals directly employed within a large enterprise or preparing to work for a small sub-contractor who undertake a range of tasks under supervision.

This unit applies to people who have recently entered the digital and telecommunications industry and are beginning their career as direct employees or contractors.

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 ongoing skills development              | 1.1 Obtain information about the various sectors of the digital and telecommunications industry<br>1.2 Seek advice about future career opportunities from appropriate people<br>1.3 Identify possible career directions in the enterprise for personal advancement<br>1.4 Self-assess own skills against job role to identify skills gap and |

| Elements                                                         | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                  | <p>plan for further skills development</p> <p>1.5 Determine appropriate strategies to acquire additional skills</p> <p>1.6 Identify and apply methods for keeping up-to-date with industry developments</p>                                                                                                                                                                                                                                                                                                                                                              |
| 2. Research a digital and telecommunications contractor business | <p>2.1 Identify activities that are undertaken by a contractor business within the digital and telecommunications industry</p> <p>2.2 Identify licences, permits, regulations or restrictions that apply to operating a contracting business</p> <p>2.3 Identify resources available to support a contracting business</p> <p>2.4 Identify costs of suitable vehicles and equipment required by a digital and telecommunications contracting business</p> <p>2.5 Identify insurance requirements for operating a digital and telecommunications contracting business</p> |
| 3. Confirm employment arrangements                               | <p>3.1 Access and read employment terms and conditions, and clarify points of concern</p> <p>3.2 Access, read, negotiate and agree on work goals and objectives, according to enterprise requirements</p> <p>3.3 Obtain information relevant to technical and regulatory requirements and apply at work</p>                                                                                                                                                                                                                                                              |
| 4. Participate in enterprise operations                          | <p>4.1 Consult co-workers and team members to identify team purpose, roles, responsibilities, goals, plans and objectives</p> <p>4.2 Develop strategies to support shared goals and seek assistance from others, as required, to prevent conflict</p> <p>4.3 Comply with industry standards, and work health and safety guidelines</p>                                                                                                                                                                                                                                   |
| 5. Contribute to teamwork and performance                        | <p>5.1 Give and respond to feedback to assist in meeting team and personal goals</p> <p>5.2 Communicate unresolved issues to appropriate personnel</p>                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6. Follow environmental regulations                              | <p>6.1 Apply enterprise environmental policies and procedures</p> <p>6.2 Ask questions and seek clarification relating to environmental work requirements</p> <p>6.3 Identify environmental incidents that contravene environmental procedures and report to appropriate personnel according to these procedures</p>                                                                                                                                                                                                                                                     |

## 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                   | <ul style="list-style-type: none"><li>Employs a range of approaches and investigative techniques to source the knowledge required to establish, plan, manage and evaluate skill development</li></ul>                                                                                               |
| Reading                    | <ul style="list-style-type: none"><li>Recognises and interprets text to determine key information and specific requirements and responsibilities</li></ul>                                                                                                                                          |
| Writing                    | <ul style="list-style-type: none"><li>Develops material for a specific audience using clear and detailed language in order to convey explicit information, requirements and recommendations</li></ul>                                                                                               |
| Oral Communication         | <ul style="list-style-type: none"><li>Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning</li></ul>                                                                                                                                 |
| Navigate the world of work | <ul style="list-style-type: none"><li>Takes steps to develop skills, obtain qualifications and/or experience relevant to current or desired work role</li><li>Attempts to follow directions on the scope of responsibility within the role and begins to recognise when to involve others</li></ul> |
| Interact with others       | <ul style="list-style-type: none"><li>Cooperates with team as part of familiar routine activities, and contributes to specific activities requiring joint responsibility and accountability</li><li>Seeks support from team when preventing conflict</li></ul>                                      |
| Get the work done          | <ul style="list-style-type: none"><li>Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing and timing</li></ul>                                                                                                              |

## Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to ICTWOR201 Work effectively in telecommunications technology.

## Links

Companion Volume Implementation Guides are available from VETNet -

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

# Assessment Requirements for ICTWOR202 Work effectively in the digital and telecommunications industry

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## Performance Evidence

The candidate must demonstrate the ability to perform the tasks outlined in the elements, performance criteria, and foundation skills, and to:

- obtain information about relevant digital and telecommunications industry sectors including employment conditions
- develop a list of contracting opportunities within the telecommunications industry
- actively participate in a team.

Note: Evidence must be provided at least once when a specific volume or frequency is not stated.

## Knowledge Evidence

The candidate must demonstrate the knowledge required to perform the tasks outlined in the elements, performance criteria, and foundation skills, which includes knowledge about:

- range of digital and telecommunications team roles and how these roles impact on the way a team works and what it might achieve
- terms and conditions of employment common to the digital and telecommunications industry
- role of contracting within the digital and telecommunications industry
- legislation, codes and other formal agreements that impact on the work activity
- various sectors of the digital and telecommunications industry
- enterprise policies, plans and procedures
- sources of advice about career planning and skill development
- specific work health and safety (WHS) requirements relating to the activity and site conditions
- environmental policies and procedures applicable to working in the digital and telecommunications industry.

## Assessment Conditions

Skills must be assessed in a workplace or simulated environment where conditions are typical of those in a telecommunications work environment or workplace.

Access is required to:

- digital and telecommunications technology team
- examples of resumes and career planning resources
- relevant enterprise documentation such as policies, procedures and practices.

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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