



Australian Government

Assessment Requirements for ICTWOR307

Collect and analyse technical information

Release: 2

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Modification History

Release	Comments
Release 2	This version first released with ICT Information and Communications Technology Training Package Version 3.1. Release created to correct numbering in performance criteria.
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- apply keyboard skills and computer literacy to accurately use a database
- demonstrate appropriate listening, questioning and interviewing techniques
- develop an accurate record of interview
- integrate information from varied sources
- draw logical inferences from information gathered and make sound recommendations for action based on inferences.

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:

- describe analytical techniques appropriate for information analysis, especially deductive reasoning
- explain conflict resolution approaches
- explain database and spreadsheet concepts and enterprise information systems
- explain information types and their sources
- identify sources of legislation, codes of practice and other formal agreements that directly impact on resolution processes
- describe listening, questioning and interviewing techniques
- identify privacy issues

- outline the influence of human factors on information analysis, including prejudice, biases and fallacies in reasoning
- describe typical issues and challenges that occur when dealing with clients.

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 client contact centre
- current client contact technologies
- interview and evidence recording equipment
- relevant regulatory and equipment documentation that impacts on work activities.

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

Links

Companion Volume implementation guides are found in VETNet -

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