



Australian Government

ICTWOR307 Collect and analyse technical information

Release: 2

ICTWOR307 Collect and analyse technical information

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 investigate a technical situation involving the collection and analysis of information from a variety of sources, including interviews and database systems. The technical situation under investigation may be the result of a fault or failure of a product, service or process.

It applies to individuals who undertake investigations. It may involve a degree of autonomy and some accountability for the quality of outcomes.

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

Unit Sector

Telecommunication – 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. Obtain recorded information	1.1 Apply all relevant legislation, codes, regulations and standards in analysis process 1.2 Verify situation to be investigated and identify appropriate sources of information for this situation 1.3 Obtain relevant information from computer systems and analyse and record information
2. Conduct simple interview	2.1 Select interviewees with correct information about matter being investigated and select interview process to suit circumstances of

	interviewee 2.2 Prepare for interview by performing preliminary research 2.3 Develop interview questions to identify key points for effective interview 2.4 Inform interviewee how the information will be used and observe their right to privacy 2.5 Conduct interview using effective listening and questioning techniques, and focus interviewee on information relevant to matter being investigated 2.6 Record information obtained in interview
3. Analyse information	3.1 Analyse critical information by reviewing situation being investigated 3.2 Distinguish between factual information and assumptions, and make deductions based on factual critical information 3.3 Incorporate assumptions into reasoning process where it assists in forming valid inferences 3.4 Analyse inferences from those deductions and assumptions, and produce resolution of situation being investigated
4. Implement outcomes of analysis	4.1 Identify practical actions based on inferences arising from analysis process 4.2 Implement practical actions to resolve situation 4.3 Review outcomes of practical action by assessing their impact on situation

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, 1.2, 3.1, 3.2, 4.1	Recognises and evaluates text to determine key information and specific requirements and responsibilities
Writing	1.2, 1.3, 2.1, 2.3, 2.5, 2.6, 3.1, 3.3, 3.4, 4.3	- Develops material for a specific audience using clear and detailed language - Records information in a sequential manner using clear and appropriate terminology for reference purposes

Oral Communication	1.2, 2.1, 2.4, 2.5	• Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning, modifying the approach according to individual responses • Presents expectations of workplace procedures, choosing language appropriate to the audience
Numeracy	3.1, 3.2	• Performs mathematical calculations to check, interpret and confirm results of analysis
Navigate the world of work	1.1	• Takes personal responsibility for adherence to legal and regulatory requirements relevant to the analysis process
Get the work done	All	• Takes responsibility for planning and organising the resolution process, identifying ways of sequencing and combining elements for greater efficiency, and considering how to link with the work of others • Applies formal processes when planning analysis, producing plans with logically sequenced steps and reflecting some awareness of time and resource constraints and the needs of others • Implements practical actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues • Uses a formal decision making process in analysing information, setting or clarifying goals, gathering information, and identifying and evaluating against a limited set of criteria • Applies formal problem solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWOR307 Collect and analyse technical information (release 2)	ICTWOR307 Collect and analyse technical information (release 1)	Correction to numbering in performance criteria	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 ICTWOR307 Collect and analyse technical information

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>