



CATAPULT

ICTICT202

Work and communicate effectively in an ICT environment

Table of Contents (Extract)

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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit ICTICT202.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/ICTICT202/>

Trainer/assessor guide

ICTICT202

Work and communicate effectively in an ICT environment

Welcome to this unit of study

This unit describes the skills and knowledge required to work and communicate effectively within organisational policies and governance arrangements, using information and communications technology (ICT) systems, equipment and software.

It applies to individuals who may work under supervision with responsibility to support others within a small office environment.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Prepare to communicate and work effectively within an ICT organisation.....	5
ICT roles and services.....	5
Organisational requirements	7
Policy and procedures.....	11
Key players within the organisation	14
Check your understanding	17
Topic 2: Use positive and varied communication strategies with ICT clients	19
ICT requests.....	19
Responding to clients and colleagues	23
Written information.....	29
Recording information	33
Informing the client on progress	36
Cultural differences in the workplace	38
Check your understanding	41
References.....	43
Assessment workbook	45
Unit information	47
What is competency-based assessment?.....	48
How will my competency be assessed?.....	49
Assessment agreement	50
Foundation skills checklist.....	51
Skills recognition.....	52
Topic 1: Prepare to communicate and work effectively within an ICT organisation.....	53
Topic 2: Use positive and varied communication strategies with ICT clients	54
Knowledge questions	55
Topic 1: Prepare to communicate and work effectively within an ICT organisation.....	56
Topic 2: Use positive and varied communication strategies with ICT clients	61
Topic 3: Specific knowledge evidence	68
Performance tasks.....	71
Third party evidence collection agreement	72
Topic 1: Prepare to communicate and work effectively within an ICT organisation.....	73
Topic 2: Use positive and varied communication strategies with ICT clients	74
Completion record.....	77
Unit mapping and assessment checklist	78
Trainer/ assessor user instructions.....	80

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Prepare to communicate and work effectively within an ICT organisation
- » Use positive and varied communication strategies with ICT clients

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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