

<b>Training Package</b>	<b>Information Technology ICA99</b>	<b>Unit Code</b>
<b>Title:</b>	<b>Work effectively in an Information Technology environment</b>	<b>ICAITTW001B</b>
<b>Unit Descriptor</b>	This unit defines the competency required to assimilate into the Information Technology department. This is fundamental for working in an organisation.	<b>HSC Indicative Hours:</b>  <b>20</b>
<b>Field/Stream</b>	Teamwork	
<b>Related Competency Standards</b>	The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit. However, teamwork is relevant to all functional areas.	

<b>Key Competencies</b>							
Collect, Analyse, and Organise Information	Communicate Ideas and Information	Plan and Organise Activities	Work with Others and in Teams	Use Mathematical Ideas and Techniques	Solve Problems	Use Technology	Cultural Understandings
1	1	1	1	1	1	1	1

<b>Related learning for the HSC</b>	<b>Resources that may be used for in training and assessment for this unit</b>
<p>Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include:</p> <ul style="list-style-type: none"> <li>• Systems Design and Development</li> <li>• Information Processes and Technology</li> </ul>	<ul style="list-style-type: none"> <li>• Non-endorsed materials for ICAITTW001B</li> <li>• TAFE NSW Module 3624A – Information Technology in the workplace</li> <li>• TAFE NSW Module 3624K – Work and the work environment</li> <li>• Enterprise/industry employment documents</li> <li>• Occupational Health and Safety legislation and related documents</li> <li>• Computing industry magazines and journals</li> <li>• Computer vendor advertising materials</li> <li>• Computer manuals and tutorials</li> <li>• Materials developed by Registered Training Organisations</li> <li>• Various commercially produced materials including textbooks and computer tutorials</li> </ul>

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<b>Element of Competency</b>	<b>Performance Criteria</b>	<b>Underpinning Skills and Knowledge</b>	<b>Evidence Requirements</b>	<b>HSC Requirements</b>
1. Comply with general IT policies and procedures	<ol style="list-style-type: none"> <li>1. Role of key players of the Information Technology organisation are determined and briefly explained</li> <li>2. Career choices and options are determined</li> <li>3. Policies and procedures are complied with, as directed by supervisor</li> </ol>	<ul style="list-style-type: none"> <li>• Basic principles of ethical practice</li> <li>• Basic principles of EEO and Anti-discrimination</li> <li>• Broad knowledge of organisational code of conduct</li> <li>• Broad knowledge of organisational values</li> <li>• Basic understanding of systems</li> <li>• Reading and writing is at a level where general workplace documents can be written and understood</li> </ul>	<p><b>Critical aspects of assessment</b> Assessment must confirm the ability to assimilate into the information technology department by demonstrating organisational values through the organisational code of conduct in work place interactions.</p> <p><b>Interdependent units of assessment</b> The interdependence of units of competency for assessment will vary with the particular project or scenario. This unit has importance to a range of IT services and should therefore be assessed in a holistic manner with the technical/support units.</p>	<p><b>Key Terms and Concepts</b></p> <ul style="list-style-type: none"> <li>• organisational chart</li> <li>• work schedules, deadlines, project teams</li> <li>• mission statement, code of conduct</li> <li>• employer/employee rights and responsibilities, including OH&amp;S, EEO and anti-discrimination</li> <li>• contracts, duty statements, standard forms and letters</li> <li>• unions, workplace committees, project teams</li> <li>• corporate systems/databases</li> <li>• network, file server, workstation, corporate hardware and software</li> </ul>
2. Promote the organisation and the IT department in a manner consistent with the organisation mission	<ol style="list-style-type: none"> <li>1. Role of the Information Technology functions within the organisation is briefly explained</li> <li>2. Organisation is promoted in a positive way</li> </ol>			

<p>3. Identify Information Technology equipment/software and operating system supported by the organisation</p>	<p>1. Information Technology equipment/software and operating system supported by the organisation are identified</p> <p>2. Equipment, location and service requirements are identified according to organisational requirements</p>	<ul style="list-style-type: none"> <li>• Verbal communication is clear and precise</li> <li>• Problem-solving is limited to basic known problems within normal routines</li> </ul>		<ul style="list-style-type: none"> <li>• consumable and capital equipment</li> <li>• help desk, computing support, contractor, out-sourcing, supplier</li> <li>• internal and external clients</li> </ul> <p><b>Learning experiences for the HSC must include:</b></p> <ul style="list-style-type: none"> <li>• gaining familiarity with the daily operations of the Information Technology function in at least one organisation, including a range of routine tasks performed by that function</li> <li>• opening, creating, editing, formatting, saving and printing simple documents in an application package</li> <li>• identifying a range of Information Technology careers and career pathways</li> </ul>
<b>Resources</b>	Peers and supervisors for obtaining information on the extent and quality of the contribution made.			
<b>Consistency</b>	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.			
<b>Context</b>	<p>Work is carried out under direct supervision. An individual demonstrating these competencies would be able to:</p> <ul style="list-style-type: none"> <li>• demonstrate knowledge by recall in a narrow range of areas</li> <li>• demonstrate basic practical skills, such as the use of relevant tools</li> <li>• perform a sequence of routine tasks given clear direction, and</li> <li>• receive and pass on messages/information.</li> </ul> <p>This competency can be assessed in the workplace or in a simulated environment.</p>			

<b>Range of Variables</b>	
<b>Variable</b>	<b>Scope</b>
Key players	Variables may include, but are not limited to: Information Technology organisations, vendors of IT products and services, IT professional bodies, industry publications and Government Departments involved in IT industry promotion, employer organisations, relevant unions.
Clients	Variables may include, but are not limited to: internal and external customers, employers and employees.
Organisational	Variables may include, but are not limited to: EEO, Anti-discrimination, Occupational Health and Safety policies, Occupational health and Safety procedures, ethical work practices
Information Technology department	The structure of the Information Technology department may be a separate branch, department, division or an integrated function of an organisation.
Organisation	Size and type of organisation and organisation values and culture may vary.
Information Technology components	Variables may include hardware, software and communications packages.
Client user	May be a department within an organisation or a third party. Consequently, the relationship and ease of access will vary.
Documentation and reporting	Audit trails, naming standards, version control.
OH&S standards	As per company, statutory and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency.
Organisational standards	May be based upon formal, well-documented methodologies or non-existent. For training delivery purposes, best practice examples from industry will be used.