

Training Package	Information Technology ICA99	Unit Code
Title:	Participate in a team and individually to achieve an organisational goal	ICAITTW011B
Unit Descriptor	This unit expresses competency required to work individually and with others in an organisation.	HSC Indicative Hours: 15
Field/Stream	Teamwork	
Related Competency Standards	The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit, however, team work is relevant to all functional areas.	

Key Competencies							
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
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Related learning for the HSC	Resources that may be used for in training and assessment for this unit
<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"> English Business Studies Business Services (Administration) Curriculum Framework Tourism and Hospitality Curriculum Framework 	<ul style="list-style-type: none"> Non-endorsed materials for ICAITTW011B National Communications Module NCS018 – Dealing with customers and clients National Communications Module NCS001 – Workplace Communication National Communications Module NCS004 – Workteam Communication Enterprise documents relating to dealing with clients/client service policies Enterprise letters, faxes, memoranda, e-mails, reports Meeting agendas and minutes Materials developed by Registered Training Organisations Various commercially produced materials including textbooks and computer tutorials

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Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
1. Establish own work schedule	<ol style="list-style-type: none"> 1. Work to be completed is identified 2. Work is prioritised according to organisation guidelines 3. Urgent requests are prioritised and acted on according to organisational guidelines 	<ul style="list-style-type: none"> • Principles of ethical work practice for example, when participating in teams • Roles and responsibilities of individual team members • General understanding of social and organisational systems for when participating in teams • Results oriented approaches, for example, when establishing ones own work schedule • Organisational structure and Information Technology division structure so as to inform own and team work practices 	<p>Critical aspects of assessment</p> <p>Assessment must confirm the ability to participate in a team or act individually to meet organisation requirements and be able to respond to requests and prioritise work schedule to meet organisational guidelines.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • mission statements • position descriptions • performance measures/agreements • lines of responsibility, organisational chart, time management • team leader, leadership styles • meetings, agendas, minutes, chair • deadlines, critical dates, deliverables

<p>2. Participate in team structure</p>	<ol style="list-style-type: none"> 1. Members and roles of team are identified 2. Tasks and goals are identified and acted on 3. Assistance is sought from team members when necessary 4. Feedback is given and received to ensure organisation goals are met 	<ul style="list-style-type: none"> • General organisational strategic direction and values so as to inform own and team work practices • General work team processes and group dynamics for example, when participating in teams • Decision-making between a limited range of options, for example, when prioritising work according to organisation • Assertiveness, for example, when identifying team roles • Questioning and active listening are employed, for example, when giving and receiving feedback • General customer Service, for example, when processing urgent according to organisational guidelines • Time management for self management purposes, for example, when prioritising work according to organisation guidelines • Basic planning skills • Problem-solving techniques for known problems in routine processes, for example, when identifying and acting on tasks and goals • Literacy skills in relation to general workplace documentation 	<p>Interdependent units of assessment</p> <p>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>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • participating in a meeting including taking minutes • participating actively in a group project/activity • the interpretation of position descriptions and job roles • the interpretation of a project statement including the identification of key roles and responsibilities
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Resources	Peers and supervisors for obtaining information on the extent and quality of the contribution made
Consistency	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts
Context	<p>Work is carried out under direct supervision. An individual demonstrating these competencies would be able to:</p> <ul style="list-style-type: none"> • demonstrate knowledge by recall in a narrow range of areas • demonstrate basic practical skills, such as the use of relevant tools • perform a sequence of routine tasks given clear direction, and • receive and pass on messages/information. <p>This competency can be assessed in the workplace or in a simulated environment.</p>
Range of Variables	
Variable	Scope
Team members	Variables may include, but are not limited to: peers, supervisors and other members of the organisation; people from a range of social, cultural or ethnic backgrounds; autonomy and responsibility of the team; responsibility of team members; life of the team.
Organisation	Variables may include, but are not limited to: organisational charts and work-flow guides; time line for tasks and goals; critical ratings policy.
Tools and resources	For time management such as diaries, personal organisers.
Leadership	Leadership styles of team leader
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 on non-existent. For training delivery purposes, best practice examples from industry will be used.