



Learning and Assessment Plan

This learning and assessment plan outlines how this unit or cluster of units will be delivered and assessed. The schedule of learning topics, assessments and the due date for assessments is included.

Qualification national code and title:	ICT50220 Diploma Information Technology
Delivery Period:	Semester 2, 2024
Cluster Name (if applicable)	Innovative Project – Part 2

National ID	Name of unit
ICTSAS527	Manage Client Problems
BSBXTW401	Lead and Facilitate a Team
You can access the full unit/s of competency here (insert web address to unit of competency at www.training.gov.au or equivalent link if available)	
Delivery Location/s (Campus/Room/Online):	Thursday, (08:30 – 11:30) - L3-06, 30 Aberdeen St, Northbridge (PRG) Thursday, (11:30 – 14:30) - B3-01, 319 Aberdeen St, Northbridge (WEB)

Student Learning Resources, text, equipment (Required/Optional)				
Student to supply: Project Management Tool (Github Projects/Asana/Trello/Jira)				
College to supply: Microsoft Office				
Lecturer Name:	Phone:	Email:	Contact times	Campus / Room
Aaron Clifford	-	Aaron.clifford@nmtafe.wa.edu.au	Class, By Appointment	Level 3 Office, 30 Aberdeen St
Nicolas D'agata	-	nicolas.d'agata@nmtafe.wa.edu.au	Class, By Appointment	Level 3 Office, 30 Aberdeen St

Assessment Summary

Assessment	Title and brief description	Due Date
Assessment 1A	Sprint Planning This assessment covers the initial planning required to set up and coordinate a team during an agile sprint. This includes overall objective and individual team tasks.	Week 16
Assessment 1B	Sprint	Week 16



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Assessment	Title and brief description	Due Date
	The sprint will then be conducted and observed using the sprint plan above. Executing this ensuring all team members understand their tasks and objectives. Coaching and mentoring team through challenges and supporting them to achieve their objectives.	
Assessment 1C	Retrospective Review team performance and outcomes with team, report as necessary and inform team members of any performance plans necessary.	Week 16
Assessment 2	Self-Reflection Discuss the project, your involvement and reflect upon the journey. Discuss challenges and how you overcame them, discuss the leadership role and its execution.	Week 18
Assessment 3	Knowledge Based Assessment This assessment covers the knowledge necessary for both units ICTSBS527 and BSBXTW401	Week 18

You will receive more detailed instructions on each assessment from your lecturer.

The regular learning requirements to develop the skills and knowledge for this unit are outlined below. Please refer to your timetable for session times.

Please note: This plan is to be used as a guide and may be adapted to meet the needs of students. You will be notified of changes as they occur.

Your training will include **structured in and out of class activities*** to be completed for this unit.

*Out of class activities may include(☑):

- | | |
|---|--|
| <input type="checkbox"/> lectures or tutorials, online tasks and forums | <input type="checkbox"/> workshop activities |
| <input type="checkbox"/> assessments (when integrated with learning) | <input type="checkbox"/> projects, assignments |
| <input type="checkbox"/> workplace experience | <input type="checkbox"/> prescribed follow-up activities |
| <input type="checkbox"/> prescribed reading and research | <input type="checkbox"/> other (please specify) |

Sessions (Hours)		Element number	Topic	Learning Resources*	Structured out of class activities*	
Session	Hrs			Blackboard	Activity	Hrs
1	3	-	Refresher / Introduction – Recap Part 1 and prepare team and projects for semester.	Session 1		
2	3		Effective Communication	Session 2		
3	3		Teams and Leadership	Session 3		
4	3		Team/Client Needs	Session 4		
5	3		Practical Agile Practices in ICT	Session 5		
6	3		Jobs and Skills – Part 1	Session 6		
7	3		Issue Tracking, Task Management and organisational skills.	Session 7		
8	3		Conflict Resolution	Session 8		
9	3		Quality Assurance Practices in ICT	Session 9		



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10	3		Measuring performance and KPI's	Session 10		
11	3		Coaching and Mentoring	Session 11		
12	3		Jobs and skills – Part 2	Session 12		
13	3		Law's, Standards, Codes of Practice, Organisational Policies and SLA's	Session 13		
14	3		Critical Thinking and Problem Solving	Session 14		
15	3		Complete KBA in class – use this time to complete the KBA and answer the questions. This must be done in class and observed. Questions can be asked research can be conducted but it will be completed in class time.	-		
16	3		Project Work	-		
17	3		Project Work	-		
18	3		Project Work	-		
19	3		Resubmission	-	-	-
20	3		Non-Contact	-	-	-
Total Hours	80				Total hours out of class activities	10
Total amount of training for this unit:					90	



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Recognition of Prior Learning (RPL) / Credit

You may be eligible for Recognition of Prior Learning (RPL) / Credit towards your studies. If you have relevant existing skills, knowledge, or formal qualifications. Please discuss available options with your lecturer.

Reasonable Adjustment

We recognise that every student has different learning styles and needs. Please let your lecturer know if there is anything that may have an effect on your learning so they may be able to adjust your plan.

Results and Appeals

Students may lodge an appeal against an academic result. Appeals must be lodged within four weeks from notification of the assessment result. Please see details under Academic Appeals on the NMT website.

Absences

If you are unable to attend any class or assessment session you must inform your lecturer as soon as possible.

If you miss an assessment due to illness, please provide your lecturer with a medical certificate in order to negotiate an alternate time for the assessment.

Plagiarism

Plagiarism is using another person's ideas and words without clearly acknowledging the source of the information. It is not acceptable to submit an assessment that is based on another person's work and claim it as your own. If you submit an assessment that is significantly or recognizably the same or similar in content as submitted by another student (current or past) you may have to submit another assessment.

Assessment Resit/Resubmission

You shall be permitted to have at least two attempts to demonstrate competency against a unit of competency or cluster of units of competency.

To qualify for re-assessment:

- you must have made a reasonable attempt to complete the assessment satisfactorily
AND
- you must have submitted the original assessment by the due date
OR
- you must have attended and participated in the original assessment event

In the case of a re-assessment opportunity, your lecturer will give you a due date for your second attempt. Should you not achieve a Satisfactory result on the second attempt, you will need to re-enrol (R) in the unit.

In certain situations, a re-assessment is not possible; please refer to your assessment instructions.