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| **Qualification Details** | | |
| **Training Package Code & Title** | ICT - Information and Communications Technology Training Package (Release 6.0) | |
| **Qualification National Code & Title** | | **State code:** |
| ICT40120 Certificate IV in Information Technology | | **BFF9** |
| ICT40120 Certificate IV in Information Technology (Programming) | | **AC07** |
| ICT40120 Certificate IV in Information Technology (Networking) | | **AC10** |
| ICT40120 Certificate IV in Information Technology (Gaming Development) | | **AC17** |
| **Units of Competency (UoC) detailed in this cluster:** | | |
| **Unit National Code and Title** | | **State Code:** |
| ICTICT443 Work collaboratively in the ICT industry | | **OBU17** |

*Students to sign this document when submitting an assessment*

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| **Assessment description** | Assessment 1 – Portfolio of work (Portfolio Task 1) | | |
| **Assessment date** | Weeks 3-10 | | |
| **Student Name** | Richard Pountney | | |
| **Student ID** | 30007736 | | |
| **Student Declaration** | I have read and understand the details of the assessment.  I have been informed of the conditions of the assessment and the appeals process.  I agree to participate in this assessment.  I certify that the attached is my own work.  ~~RBP~~ | | |
| **Assessors Name** |  | | |
| **Date Due:** | Week 10 | **Date Submitted:** |  |

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| **STUDENT FEEDBACK** | | | | | | |
| **Assessment Decision** | Attempt 1 | | ☐ Satisfactory | | | ☐ Not Yet Satisfactory |
| Attempt 2 | | ☐ Satisfactory | | | ☐ Not Yet Satisfactory |
| Attempt 3 | | ☐ Satisfactory | | | ☐ Not Yet Satisfactory |
| **Assessor Name** |  | | | | | |
| **Assessor Signature** |  | | | **Date:** |  | |
| **Feedback to student** | | | | | | |
| Feedback will be given to you in class or via Blackboard Learning Resource | | | | | | |
| **Feedback from student** | | | | | | |
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| **Student signature** | |  | | **Date:** |  | |

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| **INFORMATION FOR INSTRUCTORS/ASSESSORS** | |
| **Type of Assessment** | Portfolio of work |
| **Submission of Assessment** | Due Week 10 |
| **Location of Assessment** | Classroom |
| **Conditions** | * Students may complete the written tasks in class or at home. * Students must prepare for and participate in practical activities in class or via virtual collaboration tools under observation of the lecturer. * Assessor must use the Observation Checklist and Marking Guides to assess student’s understanding of the concepts, participation and communications skills for this unit of competency. * Any documentation created/completed during the assessment must be submitted via Blackboard. * In order to verify the authenticity of the student’s assessment, you may ask the student to again produce an answer to an existing question. |
| **Elements and Criteria** | **UoC elements:**   1. Identify team protocols requirements for working collaboratively in a virtual environment 2. Develop protocols to work collaboratively in a virtual environment 3. Review compliance with protocols to work collaboratively in a virtual environment   **Performance evidence:**  The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:   * develop at least two protocols for teams working collaboratively in virtual environments that help achieve team objectives * identify at least two communication tools and technology to support teams working collaboratively in virtual environments   In the course of the above, the candidate must:   * review compliance of protocols to work collaboratively in a virtual environment * seek and respond to feedback * share knowledge and information according to work details, team objectives, organisational policies and procedures.   **Knowledge Evidence:**  The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:   * legislation, codes, regulations and standards, and work health and safety requirements for collaborative work arrangements * organisational cyber security protocols * protocols for virtual ways of working, including:   + virtual platforms used   + frequency of virtual platform use * functions and features of team communication strategies * communication techniques in virtual teams * methods of mediating conflicting perspectives in virtual teams * roles and responsibilities of team members in promoting collaborative work environments * constructive feedback techniques |

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| **INFORMATION FOR STUDENTS** | |
| Purpose of Assessment | Student must be able to demonstrate the understanding and skills required to:   * work collaboratively in virtual Information and Communications (ICT) team environments to achieve organisational objectives. * It includes contributing to performance and capability within teams, participating in team activities, exchanging knowledge and skills and providing support to team members |
| Assessment conditions | Complete the following assessment in class or online, no plagiarism allowed and no copying from other students otherwise a resit will be required.  Arrange with your Lecturer for the date and time for completion of the practical tasks/components.  In order to verify the authenticity of your assessment, your lecturer may ask questions to substantiate it is your own work |
| Allowable materials | Weekly Readings, Class notes, Weekly Activities |
| Required resources | Computer with the access to:   * Internet, LMS (Blackboard) and Microsoft 365 * Access to CITEMS Policies and Procedures via <http://www.citems.com.au/> * Headset and camera |
| Assessment Presentation and Submission | Read through and answer the following questions in each of the three sections. The resources to assist you answer the questions are located within each of the course sections and associated resources.   * Please provide detailed answers for your response to each question. * Create a series of PowerPoint slides for your Presentation. * Questions can be answered into the Word template located on Blackboard.   All questions and activities should be attempted.  Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work.  For further details and links to the worksheets see the Blackboard course created for this unit.  Final session worksheets are to be uploaded to the appropriate area in the Blackboard course created for this unit.  If you are marked as NYS (Not Yet Satisfactory) on your first attempt, you will be provided with another opportunity to re-attempt the assessment at the discretion of the lecturer. |
| Reasonable adjustment | In some circumstances, adjustments to assessments may be made for you.  See the DAP for more information |
| Portfolio contents | This portfolio consists of 3 Portfolio Tasks:   * Portfolio Task 1 – Identifying requirements for work in virtual environment * Portfolio Task 2 – Develop work protocols for virtual collaboration * Portfolio Task 3 – Review compliance with protocols |

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# Assessment Task 1 – Portfolio Task 1 (Documentation Checklist)

Use the checklist below to ensure you have submitted all the necessary documentation for each portfolio task

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| **List of documents** **Portfolio Task 1** | **Check** | |
| Completed Assessment Task 1 – Portfolio Task 1 (This document) | | ☐ | |

# Assessment Task 1 Scenario Summary

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| **Background information**  You are employed by CITEMS, a Managed ICT Services provider that serves various small, medium and large size businesses around Perth Metro area.  Recently you have been promoted to a Team Lead’s role and as a trial to evaluate your performance, your manager has assigned two (x2) Junior level employees as your subordinates.  CITEMS prides itself with flexible work options while maintaining a high level of productivity. All employees can work up to 3 days from home and remaining days in the office, this means you and your teammates are not always in the office at the same time.  To ensure you maintain effective collaboration and cooperation between you and your team members, you must:   * Review the relevant communication policies and procedures; * Put in place protocols/rules for effective teamwork in a virtual environment; * Evaluate team’s participation practices and find areas for further improvement. |

**Instructions to the lecturer**

* Direct the students to the CITEMS Wordpress Website (<https://www.citems.com.au/>) to access the company’s organisational policies and procedures.
* All policies, procedures, and templates required for this assessment are accessible from this website under the ‘Governance’ tab > ‘Administration’ > ‘Policies and Procedures’

**Mandatory requirement:**

To complete some parts of this assessment successfully, you must select and work with 2 team members.

The tasks that require teamwork will be identified with a note ‘**Team task’**

# Portfolio Task 1 – Identifying requirements for work in virtual environment

### Q1 – Identify organisational and legal requirements.

Access and read the **CITEMS Communications Policies and Procedures** from the CITEMS Intranet website <https://www.citems.com.au/> to complete the tasks.

1. Identify and list the cyber safety protocols that apply to you and your team when working remotely/in a virtual environment.

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| *Write your answer here*: don’t give out passwords & personal information. |

1. Based on your own understanding, why is it important that employees follow these cyber security protocols/rules?

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| *Write your answer here:* It is important because it helps to stop people from accessing others’ data. |

1. What virtual platforms (communication tools and technology) are approved for use by CITEMS and what are they used for?

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| *List 2 platforms here:* Discord, Outlook, Office365(OneDrive)  *Explain what these platforms are used for:* Discord is for virtual meetings, Outlook is for electronic communication, & Office365(OneDrive) is for collaboration tools. |

1. How often, or in what situations, employees can use the virtual platforms for work such as virtual meetings and remote work?

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| *Write your answer here: If working from home* |

### Q2 – Preparing for work in virtual teams

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| Background information  As part of your professional responsibilities, you and your team must conduct regular progress meetings to make sure everyone completes their work in a timely fashion.  Use the **CITEMS Communication Policies and Procedures** document as well as the information you have learned in this course to complete this part of the assessment. |

1. What roles and responsibilities do team members have in relation to promoting a collaborative work environment?

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| **All team members** | Richard, Kiara, Chris |
| **Team leaders** | Richard |
| **Communications coordinator** | Chris |
| **Time and Record Keeper** | Kiara |

1. **Team task**

Discuss the roles with your team and assign the responsibilities for yourself and your team members using the **Team Roster and Communication Plan** below.

*(Team discussion must be completed under the observation of your lecturer)*

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|  | **CITE Managed Services** | |  |
|  | |
| **Team Roster and Communications Plan** | |
| **Team name** | *Team Retro* | | |
| **Team meeting purpose** | *What is the overall goal of your planned team meetings?*  To coordinate & make sure that the team is keeping track of work. *What do you wish to achieve through these meetings?*  To meet the task that we are currently on. | | |
| **Team roles** | **Role** | **Assigned to / Name** | |
| Team Leader | *Richard* | |
| Communications Coordinator | *Chris* | |
| Time and Record Keeper | *Kiara* | |
| **Agreed team meeting days (Mon-Fri)** | | *Friday* | |
| **Agreed team meeting time (08:00am – 5.30pm)** | | *3:30pm to 4:40pm* | |

1. Research and document 2 ideas that could be put into practice to further improve the team’s collaboration and communication protocols when working in a virtual environment.

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| *Write down your ideas here:*   1. Arrange a shared storage for the team to access. 2. Prier messages for meeting outlines. 3. Everyone to have access to the same device. |

1. When working in a collaborative virtual environment, all work arrangements and process must be planned and carried out in line with various laws, regulations, codes of practices, standards and organisational requirements.
   * Use the left column to list the relevant legal and organisations requirements.
   * Use the right column to explain how each relates to collaboration and teamwork.

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| List any 2 Australian legislations that relate to equal employment opportunity and anti-discrimination (Acts and Regulations):   * Disability Discrimination Act 1992 * Age Discrimination Act 2004 | How do these laws apply to you and your team?   * To ensure people with disabilities can participate in all activities. * To ensure that no matter your age you can still participate. |
| List an Australian legislation that relates to ensuring fair, cooperative, and productive workplace relations:  Fair Work Act 2009 | How does this legislation apply to you and your team?  Protection of freedom for both the employers & employees |
| List a Western Australia’s legislation that relates to occupational safety and health:  The Work Health & Safety Act 2020 | How does this legislation apply situations when you must work in a team?  Sets standards to keep members physically safe e.g., no overworking or not having health days off |
| List the title of the documentation that outlines the organisational requirements for professional behaviour:  CITEMS communication policies & procedures | What standard of professional behaviour applies to teamwork and working with others at CITEMS?   * Acknowledgment & Safety * Meeting Purpose * Meeting Agenda * Professional Conduct * Decisions * Meeting Proceedings |
| List at least one International Standard that applies to security of the ICT Systems:  ISO 27001 | How does this standard apply to you and collaborative work arrangements? Ensure that your collaborations must be secure i.e., no vested interests |

**End of Portfolio Task 1**