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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 2) | | |
| **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 2(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 2** | **Check** |
| Completed Assessment Task 1 – Portfolio Task 2 (This document) | ☐ |
| CITEMS New remote work protocols\_v1.0 | ☐ |
| Link to shared knowledge information | ☐ |

# 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 2 – Develop work protocols for virtual collaboration

### Q1 – Developing virtual collaboration protocols

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| Background information  In a professional environment it is common to contribute towards the development of the internal Knowledgebase. If done correctly, knowledgebase can be a powerful tool that can help employees find information about products, services or a specific topic.  Your manager has recently carried out a spot check on the team’s knowledge sharing and noticed the following issues:   * *There are many duplicate entries and files in the knowledgebase and on a company’s shared storage,* * *There is a lot of documentation that contains incorrect or outdated information,* * *Some articles and documents are written poorly (e.g. contain grammar mistakes and technical jargon, do not contain any visual information such as screenshots),* * *Most documentation and articles are formatted using different styles,* * *Some Standard Operating Procedures are not available to all Service Desk staff as they were placed in the incorrect areas on a shared storage,* * *Changes to Standard Operating Procedures and other important documentation are not communicated to all relevant staff in a timely manner,* * *Information and articles in the knowledgebase are not tagged properly, making it difficult for employees and customers to use the search function.*   In addition to already existing policies and procedures, your manager assigned you and your team to develop the new knowledge management protocols. The purpose of these new protocols is:   * To help make the knowledge sharing process more collaborative and * To help protect your company’s data and information from potential loss due to poor content management practices. |

1. Review the features and functionality of the content and knowledge management systems and virtual collaboration technology used by CITEMS to understand the functionality of these systems. You can find what systems are approved by CITEMS in the **CITEMS Communication Policies and Procedures**.
2. Develop the information and knowledge sharing protocols that will help improve the collaboration between team members when working in virtual environment.

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| The protocols you develop must explain the following information:   * What platform/s should be used to share various types of information, * Provide at least 2 rules for team members to follow to help reduce or eliminate the information sharing issues found by your manager, * Provide at least 2 rules for team members to follow to help ensure information is communicated to, received and understood by all team members (consider team members who work remotely or on a different roster than you). |

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| * **What platforms should be used:** Discord for virtual meetings, Hotmail/TAFE email for emailing, and OneDrive as the shared storage drive. * **How to reduce or eliminate issues identified by the manager:** Make sure that documents are up to date and that there is only one copy in the shared drive. Make sure the documents are written clearly & are formatted the same. * **How to ensure everyone receives information:** Discords @ system to make sure everyone in the team gets a notification about the message & information that is being sent. Email the team when there has been a change to any documents. |

1. Develop the cyber security protocols to ensure you and your team are protected when working with data and content management systems.

The protocols must be developed in line with the CITEMS ICT Security Policies included in the **CITEMS Communication Policies and** **Procedures** document

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| The protocols you develop must explain the following information:   * At least 2 rules for protecting the data and user when working remotely from a home or a public network (e.g. when participating in or setting up a virtual meeting), * How to share the data or files using OneDrive (Rules must allow files to be viewed but not edited or downloaded), * At least 2 rules for handling or sharing confidential data. |

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| * **How to protect the data and user when working remotely from a home or public network:** Don’t give out personal information. Make sure your shared drive is private & only the people in our workplace or team have access to it. * **How to share data/files using OneDrive to allow files to be viewed but not edited or downloaded:** Format the file to only be viewed & can’t be downloaded. * **How to handle or share confidential data** Keep it to yourself on your own work device. Have a passcode, password, or encryption. |

### Q2 Share the information and knowledge with your team

Once you have developed the new protocols, you must share the new information with your virtual team:

1. What communication techniques will you use to make sure all team members have received, read and understood the information?

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| *Write your answer here:* I would ask them if they understand what is there via a message on discord or an email. |

1. Share the knowledge/information

To ensure you follow organisational guidelines:

* Access the CITEMS Intranet webpage <https://www.citems.com.au/>,
* In the ‘Governance’ tab contents, find a document ‘CITEMS-Template-Policies and Procedures’,
* Download the template and copy your new protocols into the document,
* Save your document titled as ‘CITEMS New remote work protocols\_v1.0’,
* Share the document with your team using one of the approved communication platforms/systems.

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| *Insert a screenshot showing the file is shared with your team* |

1. Review the new protocols developed by one of your team members and use their protocols to share the knowledge information with your team:

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| *Provide the name of the team member, whose knowledge-sharing protocols you will be following* |

* + With your lecturer, discuss what knowledge information you need to share and select a suitable platform (e.g. your lecturer may ask you to use the Freshdesk Knowledgebase to share a helpdesk solution or use OneNote or GitHub to post your knowledge article/document/program information, etc.)
  + Once the knowledge article/document is complete, share it with your team.

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| *Insert screenshots showing what methods and protocols you have used or followed to share the knowledge information with your team*  I have shared the protocol using OneDrive.  *Insert links to the documentation or knowledge information shared by you* |

1. CITEMS has implemented various strategies to enable communication within the teams.

Review the strategies listed below and describe the characteristics of each, including how, when and why you would use each:

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| **Work Chat** | **Characteristics:** While communicating with team members.  **How, when, and why you would use this as a communication strategy?**  **How:** Professionally (Within the Guidelines).  **When:** At all times in the workplace/workspace.  **Why:** Policies, Procedures & Protocols. |
| **Company emails** | **Characteristics:** When actively using/sending compony emails.  **How, when, and why you would use this as a communication strategy?**  **How:** Professionally (Within the Guidelines).  **When:** At all times.  **Why:** To communicate when you can’t talk directly. |
| **Virtual meetings** | **Characteristics:** While communicating with team members.  **How, when, and why you would use this as a communication strategy?**  **How:** Professionally (Within the Guidelines).  **When:** Working from home within work hours.  **Why:** To communicate in a face-to-face format when team members are at different locations. |

**End of Portfolio Task 2**