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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 2 - Project | | |
| **Assessment date** | Weeks 11-19 | | |
| **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 19 | **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** | | | | | | |
|  | | | | | | |
| **Student signature** | |  | | **Date:** |  | |

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| **INFORMATION FOR INSTRUCTORS/ASSESSORS** | |
| **Type of Assessment** | Project |
| **Submission of Assessment** | Due Week 19 |
| **Location of Assessment** | Classroom |
| **Conditions** | * Learners are required to complete the required tasks in and outside of class and submit the required documentation electronically via Blackboard. * This project will be conducted over 8 weeks. * Read the Project Overview for a detailed scenario located in Blackboard > Assessment 2: * Students will be working with:   + Certificate III students, undergoing unit BSBXTW301 – Work in a team, and   + Diploma students undergoing unit BSBXTW401 – Lead and facilitate a team. * Responsibilities of each team/team members:   + Certificate III students will select the topic and will complete the project.   + Certificate IV students will facilitate the communication through a virtual environment   + Diploma students will lead and supervise the various teams from Cert III and Cert IV * If there are not enough Cert III teams, students may work in pairs. However, all tasks will still have to be completed by each student. * If no Diploma students are available for participation in the assessment, the lecturers from respective Cert III and Cert IV groups will take on the role of the management. * Assessors/lecturers across these units will be required to communicate openly to ensure times and dates for meetings are synchronized and teamwork and supervision of those teams are achieved. * The students will also require access to a virtual collaboration tool to facilitate cross communication. * 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. |

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| **INFORMATION FOR STUDENTS** | |
| **Purpose of Assessment** | You are required to show that you can:   * Identify team protocols requirements for working collaboratively in a virtual environment * Develop protocols to work collaboratively in a virtual environment * Review compliance with protocols to work collaboratively in a virtual environment   You are required to meet the elements, performance criteria and interaction skills items as outlined in the provided checklist. |
| **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/>   + CITE Corporate Social Responsibility document   + Project Background document that provides an overarching view of the project * Headset and camera * Cert III and Diploma students as team members * If no Diploma students are available for participation in the assessment, the lecturers from respective Cert III and Cert IV groups will take on the role of the management. |
| **Assessment Presentation and Submission** | * All questions and activities must be attempted. * Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work. * Final project documentation is 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. |
| **Reasonable adjustment** | * In some circumstances, adjustments to assessments may be made for you. * If you require support for literacy and numeracy issues; support for hearing, sight or mobility issues; change to assessment times/venues; use of special or adaptive technology; considerations relating to age, gender and cultural beliefs; format of assessment materials; or presence of a scribe you need to inform your lecturer. |
| **Assessment contents** | This project consists of you demonstrating the skills and knowledge required to work collaboratively in virtual Information and Communications (ICT) team environments to achieve organisational objectives.  This includes contributing to performance and capability within teams, participating in team activities, exchanging knowledge and skills and providing support to team members.  The following tasks are required to be completed:   * Identify team protocols requirements for working collaboratively in a virtual environment, * Develop protocols to work collaboratively in a virtual environment, * Review compliance with protocols to work collaboratively in a virtual environment, * Seek and respond to feedback regarding the work protocols and practices, * Share knowledge and information according to work details, team objectives, organisational policies and procedures. |

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# Assessment 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** | **Check** | |
| Completed Assessment Task 1 – Portfolio Task 1 (This document) | | ☐ | |
| CITEMS-Project-Virtual Team Protocols\_v1.0 | | ☐ | |
| CITEMS-Project-Team Roster\_v1.0 | | ☐ | |
| Link to shared knowledge information | | ☐ | |
| Link to a folder containing recordings of the team meetings | | ☐ | |

# Assessment Task 2 Project 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 joined a team within the CITEMS Corporate Responsibility Projects Division which is involved in implementing the approved community and organisational social responsibility projects. You may find information about the CITEMS Social Corporate Responsibility on the company’s website <http://www.citems.com.au/>  You have been asked to help facilitate the communication between two teams to ensure that the project is achieved. You will be working with a team from Certificate III and a team leader from Diploma.  It will be a coordinated effort:   * Your Team Leader from **Diploma** will provide you with an overview of the project, will coordinate, support and monitor performance of the team,   If Diploma students are not available for the assessment, your lecturer will play a role of the Team Leader.   * Your team from **Certificate III** (minimum of 2 team members) will be completing the tasks to ensure that the outcomes of the project assigned to them are met, * **Your responsibility** is to set up the virtual space to enable virtual communication for your team and a team leader. It includes development of the virtual team protocols, monitoring compliance and seeking feedback on work practices implemented by you.   *Note: In the context of this assessment task the role of your ‘Line Manager’ is being undertaken by the lecturer, but you may also need to collaborate with team’s and team leader’s Line Managers.* |

**Mandatory requirement:**

To complete some parts of this assessment successfully, you must work with the team and a team leader assigned to you.

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

# Part 1 – Identifying requirements for work in virtual environment

**Task 1.** Review the **CITEMS Communication Policies and Procedures** document to identify the following:

1. Team communication protocols and requirements that relate to working in virtual environment /working remotely.

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| List what section/s of the document contain these protocols.   * Frequency of remote work and use of virtual platforms * Working from a remote site |

1. All relevant cyber security protocols and requirements.

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| List what section/s of the document contain these protocols.   * Working from a remote site * Remote Work Site Assessment Form * Policy Governance |

1. Identify the most suitable approved virtual communication and collaboration tools;  
   (Remember you must pick the technology that everyone will have the access to)

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| What primary tool/s will you use for the team meetings?  Discord  What primary tools will you use for collaboration/sharing information?  OneDrive  Review the features and functionality of at least 2 platforms you identified and explain why you picked them. |

**Task 2.** Using the information from Task 1, determine if there are any areas where the team protocols could be improved.

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| *What 2 things could you improve within the existing protocols and how you would improve them?* |

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# Part 2 – Develop protocols to work collaboratively in a virtual environment

This task must be completed in a timely manner as your team will only be able to start the project once they receive the directions from you.

**Task 1. Develop a set of procedures your teams will have to follow when working in a virtual environment.**

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| To ensure you are following organisational guidelines:   * Access the CITEMS intranet web page: <https://www.citems.com.au/> * Navigate your way through the ‘**Governance**’ tab to find the ‘**Forms and Templates**’ section. * Download and use the templates provided by your company and save your final documentation using the following naming format: ‘**CITEMS-Project-Document Name\_v1.0**’, |

Your document must clearly explain what protocols/rules your team must follow when communicating and sharing information in a virtual environment:

1. Download and use the ‘**CITEMS-Form-Team Roster**’ from the CITEMS company’s website and record the details about your team and team meetings (You will need to ask your lecturer to provide you with the names of your team members).
2. Download and use the ‘**CITEMS-Template-Policies and Procedures**’ from the CITEMS company’s website and document communication and collaboration platforms the team must use (e.g. for instant messaging, for formal communication and for collaboration).
   * Provide a brief explanation about what each platform will be used for.
3. In the same document, develop your team communication protocols that outline your team’s responsibilities in relation to sharing knowledge and information collaboratively.
   * Make sure your explanations are clear and coherent. Use screenshots if necessary.
   * Your protocols must include the following information:
     + How to share the knowledge and information internally using OneDrive, Outlook, and MS Teams.
     + How to prepare for and participate in team meetings.
4. Develop cyber security protocols, in accordance with the CITEMS ICT Security Policy, that outline your team’s responsibilities in relation to ensuring information and communication stays secure.
   * Make sure your explanations are clear and coherent.
   * Your protocols must include the following information:
     + How to protect your workstation and devices.
     + How to protect the user account and credentials.

**Task 2. Communicate information and protocols to your team**

**Team Task**

Remember, your role is to ensure your team follows the organisational policies, procedures, and protocols when they communicate and collaborate in a virtual environment.

You must set a high standard for managing the format and effectiveness of information sharing and collaborative work arrangements in your team.

You must also lead by example and demonstrate that you follow the policies, procedures, and protocols properly.

Before you start working on this task, carefully review the **General Meeting Requirements** procedure located in the **CITEMS Communication Policies and Procedures** (The policies and procedures are located on your company’s website).

1. Organise an informal team meeting using MS Teams and invite your team members, Team Leader and your Line Manager (lecturer).
2. Participate in a team meeting where you will provide your team with the information about the virtual team communication protocols.

During this meeting you must demonstrate your ability to:

* 1. Enable Teams meeting recording feature.

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| *Include a link for your meeting recording here.* |

* 1. To demonstrate compliance with the organisational policies and procedures, start your meeting with the acknowledgment to the country.
  2. Share your team protocols and team roster files and present information to your team.
  3. Use a suitable vocabulary and terminology to clearly explain your point (especially when explaining what protocols should be followed and why).
  4. Facilitate group interaction by using active listening and questioning techniques to gather initial feedback about the protocols.
  5. Demonstrate your ability to collaborate with your team and take a leadership role to ensure the virtual team protocols are understood and discussion stays on topic.

Lecturer must use the **Observation Checklist** to document student’s performance during the meeting.

# Part 3 – Review compliance with protocols

**Task 1.** Participate in subsequent meetings to monitor and review team’s compliance with the protocols.

**Team Task**

Your Team leader will schedule all subsequent meetings.

Your responsibility is to continue participating in the subsequent team meetings to provide support to your team with any technical issues or difficulties complying with the virtual team protocols.

In the course of the project, you will need to complete the following tasks:

1. Participate in subsequent team meetings to monitor your team utilising (following) the virtual team communication protocols and to provide them with any technical support if necessary.

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| *Include a link to a folder containing all meeting records.* |

1. During one of the meetings ask your team to provide any feedback relevant to team communication and collaboration practices and protocols.
   * Use the survey ‘Virtual Team Protocols Survey’ located on CITEMS company’s website.
2. Once the surveys have been completed, review and analyse the feedback you received in the surveys.
   * Explain if the results are mainly positive or negative.

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| *Include an explanation as to why you believe the results are mainly positive or negative.* |

* + Determine what improvements you could make to virtual team protocols in the future.

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| *Describe specific improvements that could be made to organisational policies, procedures, protocols, and your own behaviours.* |

**Task 2.** Respond to feedback and problems.

1. Document the future improvements using provided Action Plan form

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| --- | --- | --- | --- | --- |
| Num | Action | Complete by date | Action custodian | Resources |
|  | *Use this column to write a to-do list of actions/steps that you will need to take in order to improve your company's virtual team communication protocols* | *Due Date for the action to be implemented* | *Your name* | *What Human Resources/Time/Equipment or Materials will be needed to implement this action* |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
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1. Problem Solving

Before you start working on the next part, your lecturer will provide you with critical information.

* You will be required to resolve various problems within 10-15 minutes before your meeting starts.
* Lecturer must refer to the Marking Guide document for information.

Lecturer must use the **Observation Checklist** to document student’s performance during the meeting.

**End of Assessment 2**