

ICTSAS432 Identify and resolve client ICT problems

ICTICT426 Identify and evaluate emerging technologies and practices

**BSBCRT404 Apply advanced critical thinking to work processes**

Learner version

# Emerging ICT Tech Assessment 2

Portfolio

**Disclaimer:** This resource was developed by Holmesglen Institute of TAFE in 2024 for the State of Victoria (Department of Education and Training) for educational purposes, is © State of Victoria (Department of Education and Training) and is available under a Creative Commons Attribution Non-commercial 4.0 International [(CC BY-NC 4.0)](https://creativecommons.org/licenses/by-nc/4.0/) license.

**The license does not apply to:** Trademarks or branding, including the Victorian Government logo and any unattributed content supplied by third parties



Learner version

# Emerging ICT Tech Assessment 2

Portfolio

|  |  |
| --- | --- |
| Learner information | |
| **Learner name:** Insert name | **Learner ID:** Insert ID |
|  | |

|  |  |
| --- | --- |
| Section A – Program/course details | |
| **Qualification code:** ICT40120 | **Qualification title:**  Certificate IV in Information Technology (Web Development)  Certificate IV in Information Technology (Programming) |
| **Unit code:**  **Emerging ICT Tech**  ICTSAS432  ICTICT426  BSBCRT404 | **Unit title:**  Identify and resolve client ICT problems  Identify and evaluate emerging technologies and practices  Apply advanced critical thinking to work processes |
| **Pre/co-requisites:** N/A | |
|  | |

|  |  |  |  |
| --- | --- | --- | --- |
| Section B – Assessment task details | | | |
| **Assessment number: 2** of 2 | **Semester/year:** 1/2025 | | **Due date:** Session 15 |
| **Duration of assessment:** 4 sessions | | **Assessment task results:** This assessment task will be marked as:  Ungraded result: satisfactory or not yet satisfactory | |
|  | | | |

|  |
| --- |
| Section C – Instructions to learners |
| Assessment task description:  **Portfolio**  This assessment is comprised of the following parts:  • Part A - Prepare To Resolve Client ICT Problems  • Part B - Initial Planning  • Part C – Initial Feedback  • Part D – Create Maintenance Report  • Part E - Confirmation & Feedback  • Part F - Final Maintenance Report  **Project Brief**  **Introduction**  Motionweb Studios is a web agency that has been running their web-design business for several years. However, they are facing many difficulties regarding the efficiency of its design systems when working with clients and outdated portfolio showcase designs. They require critical thinking to upgrade their existing showcase designs and design systems.  Your task is to provide maintenance with the intention to addressing the issues logged into the client's issue tracking database found on Brightspace. The assessor will be representing the Lead Web Developer throughout this project. Each question must be completed as per the instructions. You will then seek feedback from your mentor (teacher) to then create a maintenance report that meets the following requirements.  **Problem**  In order to be successful in providing maintenance, you are required to design and develop showcase web designs for any ONE of the following products/areas of interest:   * Band * Car company * Mobile phone company * Furniture retailer * Clothing retailer * Astronomy Information website * Anime website * Your own idea - please see your teacher to obtain permission.   Based on the choice you have made there are some business requirements that you need to be aware of including:  **Project outcomes:**   * + Landing (Index) page   + 3 other pages (or sections) of your choice (minimum)   + Original logo design   **Project requirements (objectives)**   * **Technical Specifications**   + Colour mode: RGB   + Screen resolution: 72ppi   + Screen size Dimensions: Minimum wrapper size 960px.   + Platform: Mobile or a desktop design.   + *Note: you may design full screen or a wrapper sitting in the middle of a page* * **Design Specifications**    + It must be a 2 columns website (most pages but not all, you may have more columns)   + It must have a form and a table.   + You must have 4 separate pages, or 4 sections, or a combination of pages and sections. * **Style, colours and content**   + The overall colour scheme and style is up to your own discretion. .   + You must record your copyright clearance for all images, fonts and assets.   + You must create or source your content, assets and text. * **Visual Communication Principles**   + You must consider and apply usability principles in your design (Use the 25 point checklist, or something to assist you, found on Brightspace)   + Ensure correct flow of information architecture.   + You must evaluate your design and receive feedback on them. * **Computer program**   + Figma   + Photoshop   + Illustrator * **Final File Formats**   + Your native files .psd and or .ai, or if using Figma, fig.   + Export a .jpg .png or.pdf of each page of your design |
|  |

|  |
| --- |
| Section D – Conditions for assessment |
| ****Unit application:****   * This is an individual task. * You must meet all criteria listed in the marking guide to be satisfactory in this task. * You must submit all required working files, documentation, and any other assets that may be required in a zipped file, including the completed and signed coversheet, where necessary. The assessment must be completed and submitted electronically to Brightspace by the due date. If this is not possible, you must contact your assessor to gain written approval for an alternative arrangement for submitting the assessment. * If not successful within the enrolment period as per Holmesglen assessment procedure, you will be requested to resubmit within 7 days of receiving feedback. You will have the opportunity to resubmit if any part of the assessment is deemed unsatisfactory (you are permitted TWO (2) resubmission per assessment task). Resubmissions must be submitted by the resubmission due date provided by your teacher. * This task is open book. You may use the internet for research purposes only. All answers must be in your own words. Where a quote is used, you must cite the information source. * If you feel you require special allowance or adjustment to this task, please discuss with your assessor within one week of commencing this assessment. Any change to assessment arrangements must be reviewed by the Education Manager and approved by the Head of Department. * You can appeal an assessment decision according to the Holmesglen Assessment Complaints and Appeals Procedure. * You are expected to dedicate time to develop this assessment task both in and out of the classroom. * Leaner must contribute to and abide by organisational standards including intellectual property, privacy laws, and plagiarism and academic honesty. Further information is detailed at: https://holmesglen.edu.au/Students/Student-Resources/ |
|  |

|  |  |
| --- | --- |
| Equipment/resources learners must supply: | Equipment/resources to be provided by the RTO: |
| **Learners opting to BYOD laptop or intending to learn remotely will require access to:**  Holmesglen Computer Classroom:  data projector, whiteboard, computer with double screens, mobile Cisco Spark Board, Conference camera  HP Z1 Entry Tower G5  • Dual Displays 24” HP Monitor  • CPU: Intel Core i7-9700K @ 4GHz  • Motherboard: 8591  • RAM 32GB  • 1TB SSD  • OS: Windows 10  This will vary as CAIT upgrades computer rooms.  • Internet connection  Applications available at ZENworks and Holmesglen MyHorizon and also free to download via url below:  • Brightspace (Learning Management System) access - https://holmesglen.brightspace.com/  • 365 Microsoft office suite also can be downloaded via https://portal.office.com - free to Holmesglen students  • LinkedIn Learning – https://www.linkedin.com/learning/  • WebEx - https://holmesglen.webex.com/  • 7Zip or an equivalent compression utility - https://www.7-zip.org/download.html  • Google Chrome – recommended web browser  • OneDrive - https://www.microsoft.com/en-ww/microsoft-365/onedrive/online-cloud-storage - free to download  • The relevant legislation/regulation and using policies, procedures, processes available in Brightspace course offering - Resources | **This is a blended learning course and as such a remote learner will access their own computer equipment as per the specification provided. The Institute will provide the following:**  Learners opting to BYOD laptop or intending to learn remotely will require access to:  A MAC or PC/laptop with the following minimum specification:  Quad Core CPU  • CPU with minimum 4GHz processor or faster  • RAM 16GB  • 200GB of storage  • Windows 10 OS, or virtual machine installed with Windows 10 OS (available free from https://developer.microsoft.com/en-us/windows/downloads/virtual-machines/ or https://www.microsoft.com/en-us/evalcenter/evaluate-windows-10-enterprise)  • Monitor 24" (PC only, dual monitor optional but preferred)  • Headset with microphone (webcam optional but preferred)  • Access to reliable internet connection (ADSL or cable connection desirable)  Applications are available at Holmesglen MyHorizon and also free to download via url below:  • Brightspace (Learning Management System) access - https://holmesglen.brightspace.com/  • MyHorizon - https://myHorizon.holmesglen.edu.au - free to download  • 365 Microsoft office suite also can be downloaded via https://portal.office.com - free for all Holmesglen students  • LinkedIn Learning – https://www.linkedin.com/learning/  • WebEx - https://holmesglen.webex.com/  • 7Zip or an equivalent compression utility - https://www.7-zip.org/download.html  • Google Chrome – recommended web browser https://www.google.com/  • OneDrive - https://www.microsoft.com/en-ww/microsoft-365/onedrive/online-cloud-storage - free to download   * • The relevant legislation/regulation and using policies, procedures, processes available in Brightspace course offering - Resource |

|  |  |  |
| --- | --- | --- |
| Section E – Assessment questions/criteria | | |
| **Assessment number:** 2 | | **Assessment title:** Portfolio |
| **Unit code:**  **Emerging ICT Tech**  ICTSAS432  ICTICT426  BSBCRT404 | **Unit title:**  Identify and resolve client ICT problems  Identify and evaluate emerging technologies and practices  Apply advanced critical thinking to work processes | |
|  | | |

**Project Brief**

**Introduction**

Motionweb Studios is a web agency that has been running their web-design business for several years. However, they are facing many difficulties regarding the efficiency of its design systems when working with clients and outdated portfolio showcase designs. They require critical thinking to upgrade their existing showcase designs and design systems.

Your task is to provide maintenance with the intention to addressing the issues logged into the client's issue tracking database found on Brightspace. The assessor will be representing the Lead Web Developer throughout this project. Each question must be completed as per the instructions. You will then seek feedback from your mentor (teacher) to then create a maintenance report that meets the following requirements.

**Problem**

In order to be successful in providing maintenance, you are required to design and develop showcase web designs for any ONE of the following products/areas of interest:

* Band
* Car company
* Mobile phone company
* Furniture retailer
* Clothing retailer
* Astronomy Information website
* Anime website
* Your own idea - please see your teacher to obtain permission.

Based on the choice you have made there are some business requirements that you need to be aware of including:

**Project outcomes:**

* + Landing (Index) page
  + 3 other pages (or sections) of your choice (minimum)
  + Original logo design

**Project requirements (objectives)**

* **Technical Specifications**
  + Colour mode: RGB
  + Screen resolution: 72ppi
  + Screen size Dimensions: Minimum wrapper size 960px.
  + Platform: Mobile or a desktop design.
  + *Note: you may design full screen or a wrapper sitting in the middle of a page*
* **Design Specifications** 
  + It must be a 2 columns website (most pages but not all, you may have more columns)
  + It must have a form and a table.
  + You must have 4 separate pages, or 4 sections, or a combination of pages and sections.
* **Style, colours and content**
  + The overall colour scheme and style is up to your own discretion. .
  + You must record your copyright clearance for all images, fonts and assets.
  + You must create or source your content, assets and text.
* **Visual Communication Principles**
  + You must consider and apply usability principles in your design (Use the 25 point checklist, or something to assist you, found on Brightspace)
  + Ensure correct flow of information architecture.
  + You must evaluate your design and receive feedback on them.
* **Computer program**
  + Figma
  + Photoshop
  + Illustrator
* **Final File Formats**
  + Your native files .psd and or .ai, or if using Figma, fig.
  + Export a .jpg .png or.pdf of each page of your design

| **Criteria for assessment** | | | **Satisfactory** | | **Comment** | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Yes** | **No** |
| **The following has been submitted for assessment:** | | | | | | | |
| Supplementary documentation – filled out, signed and dated | | | ☐ | ☐ |  | | |
| Working files of designs (.fig .pdf .psd .ai) | | | ☐ | ☐ |  | | |
| Final maintenance report document (.pdf or .docx) | | | ☐ | ☐ |  | | |
| **Questions to be answered by the learner.**  **Provide your responses in the boxes below each question.** | | | | | | | |
| **Part A** | **Prepare To Resolve Client ICT Problems** | | | | | | |
| **Question 1:** | | What were the problems that the client is specifically having and how is it impacting the client’s design procedures? (See Project Brief) | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question 2:** | | What was the client’s response regarding the design problem stated? (See Project Brief) | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question 3:** | | In the database that the client uses, what are the logged requests that have been made, and what are the requirements for the task? (See Brightspace) | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question 4:** | | What are the different resolution options that can be used to solve the design workflow problem of the client? | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question 5:** | | What are the constraints that are in place for the task and how will this affect the resolution option? | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question 6:** | | List the features and functions, attributes, and potential of at least 3 emerging technologies to determine the advantage and disadvantages related to the client’s current design system issues. | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question** 7**:** | | List the features and functions of at least 3 design workflows related to the client’s current design system issues. | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question** 8**:** | | List the sources for finding the features and functions of those emerging technologies. | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question** 9**:** | | What are the differences in workflow between the older design systems the client had versus the workflow in the new design systems? | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question** 10**:** | | What are the impacts of the new design systems and workflows on the current client’s web design workflows and practices? | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Part B** | **Initial Planning** | | | | | | |
| **Question** 1**:** | | What are the changes required to the client’s current design systems and workflow based on the strategies listed? | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question** 2**:** | | Develop initial planning and strategy materials to prepare the organization for the impacts of new design emerging technology and provide links or images below. This is to be in the following forms:   * Mood boards * User Flow Charts * Logo Designs * Wireframes | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question** 3**:** | | In the structure of the organization, what is the framework needed to decide on what needs to be done in accordance with the client’s organizational hierarchy? | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Question** 4**:** | | Why is this organisational decision-making process you have stated appropriate for the client? | | | | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | | | | Comment: | |
| **Part C** | | **Initial Feedback Observation** | | | | | |
| **OBTAIN FEEDBACK AND APPROVAL FROM YOUR TEACHER BEFORE PROCEEDING.**  **The following checklist is to be completed by the facilitator** | | | | | | | |

Marking criteria: Skills to be observed during this task to the required standard

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| In this assessment task you will be performing the following activities: | Date 1SatisfactoryYes No | | Date 2Resubmission  if applicableSatisfactoryYes No | | Date 3Resubmission if applicableSatisfactoryYes No | | Comment |
| 1. The learner has demonstrated a clear understanding of the brief and provided the client problem and details as required. |  |  |  |  |  |  |  |
| 1. The learner has undertaken the impact analysis of the design system problems and determined the severity and risks associated with the proposed solutions |  |  |  |  |  |  |  |
| 1. The learner has sought and obtained feedback regarding client on strategy and organisational and incorporated it into their response. |  |  |  |  |  |  |  |
| 1. The learner has prioritised the problem in accordance with client’s procedures. |  |  |  |  |  |  |  |
| 1. The learner has provided the resolution advice and support to the client’s design issues. |  |  |  |  |  |  |  |
|  |  | |  | |  | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Part D** | **Create Maintenance Report** | | |
| **Question 1:** | Do you need to adjust your strategies or materials based on any feedback you have received from the client? | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | Comment: | |
| **Question 2:** | Record your feedback: What feedback did you receive? What is the design direction chosen? What are the required components for resolution? | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | Comment: | |
| **Question 3:** | Develop your maintenance report and detail your strategy to respond to each of the three emerging technologies and three emerging practices.  You are to include potential organisational opportunities and threats resulting from the emerging technology and practices.  Add your concept designs: Create your designs in Figma, Photoshop or Illustrator and show your teacher your maintenance report draft during your feedback stage. | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | Comment: | |
| **Question 4:** | Have you stored and disposed of any used components used in the creation of your concepts? This can be things like pens, pencils, paper, etc. | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | Comment: | |
| **Part E** | **Confirmation & Feedback Observation** | | |
| **OBTAIN FEEDBACK AND APPROVAL FROM YOUR TEACHER BEFORE PROCEEDING.**  **The following checklist is to be completed by the facilitator** | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| In this assessment task you will be performing the following activities: | Date 1SatisfactoryYes No | | Date 2Resubmission  if applicableSatisfactoryYes No | | Date 3Resubmission if applicableSatisfactoryYes No | | Comment |
| 1. The learner has prepared a maintenance report according to the client’s organisational procedures. |  |  |  |  |  |  |  |
| 1. The learner has distributed the maintenance report to client and seek and respond to client feedback as required |  |  |  |  |  |  |  |
| 1. The learner has forwarded client feedback to required personnel for sign-off and record in problems database |  |  |  |  |  |  |  |
| 1. The learner has resolved outstanding client requirements and escalated as required |  |  |  |  |  |  |  |
| 1. The learner has sought and obtained feedback from the client’s organisational representative on assessment of impact of emerging technologies and practices and incorporate feedback into report |  |  |  |  |  |  |  |
| 1. The learner has prepared a maintenance report according to the client’s organisational procedures. |  |  |  |  |  |  |  |
|  |  | |  | |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Part F** | **Final Maintenance Report** | | | |
| **Question 1:** | | Your final designs should be now completed and included into your maintenance report. Insert your final designs below. | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | Comment: | |
| **Question 2:** | | List what your feedback was from the client and list how you responded to client feedback in your final designs | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | Comment: | |
| **Question 3:** | | List the client requirements and confirm that they have been met and signed off by showing a screenshot in your chosen database being resolved. | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | Comment: | |
| **Question 4:** | | Self-reflect on the effectiveness of your decision-making strategy, including what went well and what didn’t go well. | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | Comment: | |
| **Question 5:** | | Identify areas for self-development regarding the design process, critical thinking or researching technologies | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | Comment: | |
| **Question 6:** | | Document and develop a plan for future process evaluations regarding design workflows and client communications. | **Satisfactory response** | |
| Yes ☐ | No ☐ |
| **Answer:** | | | Comment: | |

|  |  |
| --- | --- |
| Learner Acknowledgement and Cover Sheet | |
| **Academic Declaration:**  By submitting this assessment task and signing the below, I acknowledge and agree that:   1. This completed assessment task is my own work. 2. I understand the serious nature of plagiarism and I am aware of the penalties that exist for breaching this. 3. I have kept a copy of this assessment task. 4. The assessor may provide a copy of this assessment task to another member of the Institute for validation and/or benchmarking purposes. 5. For electronic submissions, by typing your name in the student signature field, you are accepting this declaration. | |
| **Learner name:** Insert name | **Learner ID:** Insert ID |
| **Submission Date:** Insert date | |
| **Learner signature:** | |
|  | |

|  |
| --- |
| Section F – Feedback to Learner |
| **Has the learner successfully completed this assessment task?** Yes No |
| **Assessor feedback (as appropriate):** Insert feedback |
| **Resubmission allowed:** Yes No  **Resubmission due date:** Insert date |
| **Assessor name:** Insert name |
| **Assessor signature:** |
|  |