ICTICT202 Work and Communicate Effectively in an IT Environment

InFocus Courseware

WP: Watsonia Publishing

❖ **General Description**

The skills and knowledge acquired in ICTICT202 Work and Communicate Effectively in an IT Environment are sufficient to be able to work and communicate effectively within organisational policies and governance arrangements, using information and communications technology (ICT) systems, equipment and software. It applies to individuals who may work under supervision with responsibility to support others within a small office environment.

❖ **Learning Outcomes**

At the completion of this course you should be able to:

- work effectively within an *IT* environment
- effectively communicate with clients and colleagues

❖ **Prerequisites**

No prior knowledge is required to complete ICTICT202 Work and Communicate Effectively in an IT Environment.

❖ **Topic Sheets**

40 topics

❖ **Methodology**

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

❖ **Formats Available**

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

❖ **Companion Products**

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at **www.watsoniapublishing.com**.

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Product Information

Contents

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AUSTRALIAN MADE & OWNED

Unit Mapping

This unit describes the skills and knowledge required to work and communicate effectively within organisational policies and governance arrangements, using information and communications technology (ICT) systems, equipment and software.

	Performance Criteria	Location
1	**Prepare to communicate and work effectively within an ICT organisation**	
1.1	Gather input from sources of information to develop, refine and document ICT roles and services in an organisation	Chapter 1: Working Effectively in IT
1.2	Develop clear knowledge of enterprise policies, procedures and organisational requirements	Chapter 1: Working Effectively in IT
1.3	Document ICT policy and procedures, and determine whether they are applied in practice	Chapter 1: Working Effectively in IT
1.4	Determine key players within the organisation and their role and importance	Chapter 1: Working Effectively in IT
2	**Use positive and varied communication strategies with ICT clients**	
2.1	Receive requests and enquiries regarding the use of ICT equipment, operating systems and software from clients and colleagues in a polite and appropriate manner	Chapter 1: Working Effectively in IT, Chapter 2: Communicate in the Workplace
2.2	Respond appropriately to client and colleague requirements, and identify options	Chapter 2: Communicate in the Workplace
2.3	Present written information and ideas in clear and concise language to ensure the intended meaning is understood	Chapter 2: Communicate in the Workplace
2.4	Record information or messages and refer client requests to the appropriate person according to organisational procedures	Chapter 2: Communicate in the Workplace
2.5	Inform client of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry	Chapter 2: Communicate in the Workplace
2.6	Escalate enquiries that cannot be satisfied immediately	Chapter 2: Communicate in the Workplace
2.7	Supply follow-up information to client as required in a timely manner	Chapter 2: Communicate in the Workplace
2.8	Accommodate cultural differences in the workplace	Chapter 2: Communicate in the Workplace