❖ **General Description**

The skills and knowledge acquired in **Work and Communicate Effectively in an IT Environment ICAICT202A** are sufficient to be able work and communicate effectively within an organisation using information technology (IT) systems, equipment and software.

❖ **Learning Outcomes**

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

➢ work effectively in an **IT** environment
➢ effectively communicate with clients and colleagues

❖ **Target Audience**

Work and Communicate Effectively in an IT Environment ICAICT202A applies to individuals undertaking an information and communications technology (ICT) user-support role in a small office environment.

❖ **Prerequisites**

Work and Communicate Effectively in an IT Environment ICAICT202A assumes some knowledge of the software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

❖ **Pages**

52 pages

❖ **Student Files**

Many of the topics in **Work and Communicate Effectively in an IT Environment ICAICT202A** require you to open an existing file with data in it. These files can be downloaded free of charge from our web site at www.watsoniapublishing.com. Simply follow the student files link on the home page. You will need the product code for this course which is **INF905**.

❖ **Includes**

This *Unit Workbook* includes:

✓ Competency unit mapping,
✓ Complete and comprehensive learning resources,
✓ Work-related practice exercises designed to allow the student to develop and practice skills and knowledge and to work within designated timeframes,
✓ Comprehensive integrated assessment assignment.

❖ **Formats Available**

❖ *A4* Black and White, *A5* Black and White (quantity order only), *A5* Full Colour (quantity order only), Electronic licence
❖ Available also as a *Reference Booklet* (Product Code: **RB - INF905**)

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Work and Communicate Effectively in an IT Environment
ICAICT202A

WATSONIA PUBLISHING

INFOCUS COURSEWARE

Curriculum Series ICT11

Order Code: INF905   ISBN: 978-1-925179-05-7

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