Work and Communicate Effectively in

INFOCUS COURSEWARE

WATSONIA PUBLISHING

❖ **General Description**

The skills and knowledge acquired in Work and Communicate Effectively in an ICT 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 Work and Communicate Effectively in an ICT 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**.

This information sheet was produced on Friday, August 31, 2018 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.

Product Information

AUSTRALIAN MADE & OWNED

Contents