



**ICTICT443**

# **Work collaboratively in the ICT industry**

## **Assessment 1 of 7**

Short Answer Questions

**Assessor Guide**



# Assessment Instructions

## Task Overview

This assessment task is divided into seven (7) short answer questions. Read each question carefully before typing your response in the space provided.

**Important:** Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

## Additional Resources and Supporting Documents

To complete this assessment, you will need:

- Learning Material



## Assessment Information

### Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

## Question 1

Answer the following questions on legislation and codes for collaborative work arrangements.

**Assessor instructions:** Students must answer the following questions on legislation and codes of practice for collaborative work arrangements.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

A. Legislations	
<p>a. Identify at least two legislations relevant to collaborative work arrangements in virtual ICT team environments.</p> <p>b. In your own words, briefly explain the relevance of each identified legislation in collaborative work arrangements.</p>	
Legislations	Relevance of the Identified Requirement in Collaborative Work Arrangements
<p><b>Assessor instructions:</b> The student must identify at least two legislations relevant to collaborative work arrangements in virtual ICT team environments.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be specific laws that ensure collaborative work follows the legal requirements.</p>	<p>[Approximate word count: 40 – 60 words each]</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain the relevance of each identified legislation in collaborative work arrangements.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be an explanation of the significance of the legislation identified in protecting teams working collaboratively from cyber threats.</p>
i.	
ii.	
<p>Responses can include:</p> <ol style="list-style-type: none"> <li><a href="#">Privacy Act 1988</a></li> <li><a href="#">Copyright Act 1968</a></li> <li><a href="#">Competition and Consumer Act 2010</a></li> <li><a href="#">Telecommunications Act 1997</a></li> </ol>	<p>For example, if the student identified the Privacy Act 1988 as legislation in collaborative work arrangements, the response can be:</p> <p>Privacy Act 1988 safeguards virtual teams against cyber threats by establishing rules for handling personal information, ensuring confidentiality and protecting individuals' privacy. Compliance with this legislation</p>

	strengthens the security framework, promoting a trustworthy environment for virtual collaboration and preventing unauthorised access or misuse of sensitive data within the team.
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**B. Codes**

- a. Identify at least two codes of practice relevant to collaborative work arrangements in virtual ICT team environments.
- b. In your own words, briefly explain the relevance of each code identified in ensuring proper behaviour in collaborative work.

Codes	Relevance of the Identified Code in Collaborative Work Arrangements
<p><b>Assessor instructions:</b> Student must identify at least two codes of practice relevant to collaborative work arrangements in virtual ICT team environments.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be ethical guidelines that outline expected practices in collaborative work arrangements in the ICT industry.</p>	<p>[Approximate word count: 40 – 60 words each]</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain the relevance of each code identified to ensure proper behaviour in collaborative work.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be an explanation of the significance of the code identified in maintaining appropriate conduct when working collaboratively in virtual environments.</p>
i.	
ii.	
<p>Responses can include:</p> <ul style="list-style-type: none"> <li>i. <a href="#">Australian Computer Society [ACS] Code of Professional Conduct</a></li> <li>ii. <a href="#">Project Management Institute [PMI] Code of Ethics and Professional Conduct</a></li> <li>iii. The Institute of Electrical and Electronics Engineers [IEEE] Code of Ethics</li> </ul>	<p>For example, if the student identified the Australian Computer Society [ACS] Code of Professional Conduct as a code relevant to collaborative work arrangements, the response can be:</p> <p>The ACS Code of Professional Conduct ensures ethical and professional conduct by establishing guidelines for members and promoting integrity, trust and accountability. It provides a framework for ethical decision-making, facilitating harmonious interactions and contributing to the overall success of collaborative projects.</p>

## Question 2

Answer the following questions on regulations and standards for collaborative work arrangements.

**Assessor instructions:** Students must answer the following questions on regulations and standards for collaborative work arrangements.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

A. Regulations	
<p>a. Identify at least two regulations relevant to collaborative work arrangements in virtual ICT team environments.</p> <p>b. In your own words, briefly explain the relevance of each regulation identified in overseeing collaborative work.</p>	
Regulations	Relevance of the Identified Regulation in Collaborative Work Arrangements
<p><b>Assessor instructions:</b> Student must identify at least two regulations relevant to collaborative work arrangements in virtual ICT team environments.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be official directives from agencies that ensure legal compliance in collaborative work arrangements.</p>	<p>[Approximate word count: 40 – 60 words each]</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain the relevance of each regulation identified in overseeing collaborative work.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be an explanation of the significance of each regulation identified in ensuring coordinated activities among ICT professionals are compliant with the law.</p>
i.	
ii.	
<p>Responses can include:</p> <ol style="list-style-type: none"><li><a href="#">Telecommunications (Interception and Access) Act 1979</a></li><li>Australian Security Intelligence Organisation Act 1979</li><li><a href="#">Consumer Data Right</a></li></ol>	<p>For example, if the student identified the Telecommunications (Interception and Access) Act 1979 as a regulation in collaborative work arrangements, the response can be:</p> <p>The Telecommunications (Interception and Access) Act 1979 (TIA Act) establishes legal processes, ensuring authorised access to telecommunications data. The act contributes to</p>

	securing sensitive information exchanged in collaborative work and imposes compliance obligations.
<b>B. Standards</b>	
<p>a. Identify at least two standards relevant to collaborative work arrangements in virtual ICT team environments.</p> <p>b. In your own words, briefly explain the relevance of each standard identified in ensuring consistency in collaborative work arrangements.</p>	
<p style="text-align: center;"><b>Standards</b></p> <p><b>Assessor instructions:</b> Students must identify at least two standards relevant to collaborative work arrangements in virtual ICT team environments.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be established criteria that ensure uniformity of practices when working with others in the ICT industry.</p>	<p style="text-align: center;"><b>Relevance of the Identified Standard in Collaborative Work Arrangements</b></p> <p>(Approximate word count: 40 – 60 words each)</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain the relevance of each standard identified in ensuring consistency in collaborative work arrangements.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be an explanation of the significance of the standard identified in ensuring that established practices are implemented by virtual teams during collaborative work.</p>
i.	
ii.	
<p>Responses can include:</p> <ul style="list-style-type: none"> <li>i. <a href="#">ISO/IEC 27001</a></li> <li>ii. ISO/IEC 9000 series</li> <li>iii. Protective Security Policy Framework (PSPF)</li> <li>iv. <a href="#">Australian Government Information Security Manual (ISM)</a></li> </ul>	<p>For example, if the student identified ISO/IEC 27001 as a standard in collaborative work arrangements, the response can be:</p> <p>The ISO/IEC 27001 provides a framework for information security management systems, guiding organisations, including virtual teams, in establishing, implementing, maintaining and continually improving information security processes. This ensures the reliability and consistency of security measures across virtual teams.</p>

### Question 3

Read the scenario about work health and safety requirements for collaborative work arrangements.

Bounce Fitness enhances its membership management system with the ICT team collaborating remotely. The team regularly conducts virtual checks and maintenance of the equipment, emphasising the safety features of devices. Although they are working in a virtual environment, virtual fire drills were prioritised, and team members are aware of extinguisher locations in their workplaces. Virtual first aid training was also given to ensure knowledge of emergency exits, even in a remote environment. This establishes a secure and well-prepared collaborative workspace for the ICT team at Bounce Fitness.

Answer the questions that follow.

- a. Identify the three work health and safety requirements present in the given scenario.
- b. In your own words, briefly explain the relevance of each requirement identified in ensuring the safety of individuals involved in collaborative work arrangements at Bounce Fitness.

**Assessor instructions:** Students must read the scenario about work health and safety requirements for collaborative work arrangements and answer the following questions.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

<b>Work Health and Safety Requirements</b>  <b>Assessor instructions:</b> Student must identify at least two work health and safety requirements present in the given scenario.  Although wording will vary, for satisfactory performance, the student's response must correspond to the benchmark answers below.	<b>Relevance of the Requirement in Individuals' Safety</b>  [Approximate word count: 40 – 60 words each]  <b>Assessor instructions:</b> In their own words, the student must briefly explain the relevance of each requirement identified in ensuring the safety of individuals involved in collaborative work arrangements at Bounce Fitness.  Although wording will vary, for satisfactory performance, the student's response must be the significance of the work health and safety requirement identified in promoting the well-being of the ICT team when working together at Bounce Fitness.
i.  Safe equipment use	Safe equipment ensures that tools and devices are used properly and regular checks on equipment functionality and safety features are being conducted. This WHS requirement safeguards individuals from potential harm, supporting their physical well-being and creating a conducive atmosphere for collaborative work in virtual environments.
ii.  Fire safety	Emergency Response at Bounce Fitness ensures that team members can respond effectively to various emergencies. This includes providing first

	aid and knowing the nearest exits, creating a secure working environment for virtual teams at Bounce Fitness.
iii.  Emergency response	Emergency Response at Bounce Fitness ensures that team members can respond effectively to various emergencies. This includes providing first aid and knowing the nearest exits, creating a secure working environment for virtual teams at Bounce Fitness.

**Question 4**

Answer the following questions on functions and features of team communication strategies.

- a) In your own words, briefly explain at least one function of each listed team communication strategy.
- b) Identify at least two features of each listed team communication strategy.

**Assessor instructions:** Students must answer the following questions on functions and features of team communication strategies.

Students are likely to use wording different from the sample answer provided. However, the acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

<b>Team Communication Strategies</b>	<p><b>Function of Each Team Communication Strategy</b></p> <p>[Approximate word count: 40 – 60 words each]</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain at least one function of each listed team communication strategy.</p> <p>Although responses will vary, for satisfactory performance, the student’s response must be specific tasks that each listed team communication strategy performs to create efficient team communication when working in the ICT industry.</p>	<p><b>Features of Each Team Communication Strategy</b></p> <p><b>Assessor instructions:</b> Students must identify at least two features of each listed team communication strategy.</p> <p>Although responses will vary, for satisfactory performance, the student’s response must be specific attributes each listed team communication strategy possesses to fulfil its function.</p>



<p>i. Regular Team Meetings</p>	<p>Regular team meetings provide a platform to identify and resolve issues, bottlenecks and challenges in real time. Meetings facilitate decision-making, allowing for collective input and consensus on critical project matters. They can also give regular updates on individual and collective progress to help track project milestones.</p>	<p>Responses can include:</p> <ul style="list-style-type: none"> <li>▪ Two-Way Communication</li> <li>▪ Feedback Mechanism</li> <li>▪ Frequency Options</li> <li>▪ Q&amp;A Sessions</li> <li>▪ Virtual Accessibility</li> </ul>
<p>ii. Email Communication</p>	<p>Email serves as a formal channel for official announcements, policies and project updates. Through email communication, team members assign tasks, responsibilities and deadlines. Email also allows for the collection of feedback on documents, proposals or project deliverables.</p>	<p>Responses can include:</p> <ul style="list-style-type: none"> <li>▪ Inbox organisation:</li> <li>▪ Attachment handling</li> <li>▪ Read receipts</li> <li>▪ Filtering and sorting</li> <li>▪ Search functionality</li> </ul>
<p>iii. File Sharing Platforms</p>	<p>File-sharing platforms enable collaborative editing of documents, fostering real-time contributions. They maintain version control to avoid conflicts and ensure everyone works on the latest version. Through them, users can provide feedback directly on shared files, streamlining the review and revision process.</p>	<p>Responses can include:</p> <ul style="list-style-type: none"> <li>▪ Collaborative editing</li> <li>▪ Version history</li> <li>▪ Access permissions</li> <li>▪ Real-time updates</li> <li>▪ Integration capabilities</li> </ul>

### Question 5

Answer the following questions on communication techniques in virtual teams.

- a. Identify at least two specific communication techniques in virtual teams.
- b. In your own words, briefly explain how each identified communication technique facilitates effective collaboration in virtual teams.

**Assessor instructions:** Students must answer the following questions on communication techniques in virtual teams.

Students are likely to use wording different from the sample answer provided. However, the acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

<p><b>Specific Communication Techniques in Virtual Teams</b></p> <p><b>Assessor instructions:</b> Student must identify at least two specific communication techniques in virtual teams.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be specific methods used to facilitate effective virtual team interactions in the ICT industry.</p>	<p><b>Explanation How Each Communication Technique Facilitate Effective Collaboration in Virtual Teams</b></p> <p>[Approximate word count: 40 – 60 words each]</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain how each identified communication technique facilitates effective collaboration in virtual teams.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be the application of each communication technique to ensure the smooth flow of information within virtual teams in the ICT industry.</p>
<p>i.</p>	
<p>ii.</p>	
<p>Responses can include:</p> <ol style="list-style-type: none"> <li><u>Video conferencing</u></li> <li>Instant messaging</li> <li>Collaboration platforms</li> <li>Project management tools</li> <li>Discussion forums</li> <li>Virtual whiteboards</li> <li>Webinars and online training</li> </ol>	<p>For example, if the student identified Video conferencing as a communication technique in virtual teams, the response can be:</p> <p>Video conferencing provides a platform for real-time visual communication. Team members can engage in face-to-face discussions, enhancing interpersonal connections and fostering a sense of teamwork. It also provides seamless collaboration on projects, ensuring that team members stay aligned and contribute effectively to shared goals.</p>

## Question 6

Read the scenario about methods of mediating conflicting perspectives in virtual teams.

Bounce Fitness has a virtual ICT team responsible for implementing a major software update for their online member management system. The team comprises members from various departments, including IT, marketing, and customer support.

During a virtual meeting, team members discuss the user interface design. Some members of the marketing department argue about the user interface design of the updated system. Some prefer a visually appealing design, while the IT team is focused on functionality and performance. To address this, the management allowed the team members to express their perspectives privately. A design expert was also invited to facilitate the discussion of the conflict.

Answer the questions the following questions.

- a. Identify the two methods of mediating conflicting perspectives in virtual teams applied in the given scenario.
- b. In your own words, briefly explain how each listed method of mediating conflicting perspectives addresses the issue in the given scenario.

**Assessor instructions:** Students must read the scenario about methods of mediating conflicting perspectives in virtual teams and answer the questions that follow.

Students are likely to use wording different from the sample answer provided. However, the acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

<p><b>Methods of Mediating Conflicting Perspectives in Virtual Teams</b></p> <p><b>Assessor instructions:</b> The student must identify the two methods of mediating conflicting perspectives in virtual teams applied in the given scenario.</p> <p>Although wording will vary, for satisfactory performance, the student's response must correspond to the benchmark answers below.</p>	<p><b>How Each Method of Mediating Conflicting Perspectives Address the Issue</b></p> <p>(Approximate word count: 40 – 60 words each)</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain how each listed method of mediating conflicting perspectives addresses the issue in the given scenario.</p> <p>Although wording will vary, for satisfactory performance, the student's response must be the application of the method identified in facilitating discussions about differences of opinion among virtual teams at Bounce Fitness.</p>
<p>i.</p> <p>Private discussion</p>	<p>Private discussions provide Bounce Fitness's team members with a confidential space to express their perspectives on the user interface design. This allows individuals from the marketing and IT teams to share their thoughts openly without concerns about judgment.</p>

<p>ii.</p> <p>Third-party mediation</p>	<p>The involvement of a design expert as a neutral third party in the virtual meeting acts as a form of third-party mediation. The design expert facilitates the discussion, guiding the conversation to ensure a balanced consideration of both visual appeal and functional aspects.</p>
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### Question 7

Answer the following questions on constructive feedback techniques.

- Identify at least two constructive feedback techniques.
- In your own words, briefly explain how each identified technique facilitates effective collaboration in a virtual environment.

**Assessor instructions:** Students must answer the following questions on constructive feedback techniques.

Students are likely to use wording different from the sample answer provided. However, the acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

<p><b>Constructive Feedback Techniques</b></p> <p><b>Assessor instructions:</b> Students must identify at least two constructive feedback techniques.</p> <p>Although responses will vary, for a satisfactory performance, the student's response must be specific methods used to give comments for improvement.</p>	<p><b>Explanation How Each Technique Facilitate Effective Collaboration in a Virtual Environment</b></p> <p>[Approximate word count: 40 – 60 words each]</p> <p><b>Assessor instructions:</b> In their own words, the student must briefly explain how each identified technique facilitates effective collaboration in a virtual environment.</p> <p>Although responses will vary, for satisfactory performance, the student's response must be the application of the technique identified in promoting successful cooperation of team members when working together remotely.</p>
<p>i.</p>	
<p>ii.</p>	
<p>Responses can include:</p> <ol style="list-style-type: none"> <li><u>Actionable feedback</u></li> <li>Positive and negative feedback</li> <li>Use "I" statements</li> <li>Specific feedback</li> </ol>	<p>For example, if the student identified <u>Actionable feedback</u> as a constructive feedback technique, the response can be:</p> <p>Actionable feedback promotes successful cooperation among remote team members by providing specific, constructive feedback that team members can act upon to improve their performance. Through actionable feedback, team members can address challenges, refine their contributions and enhance overall collaboration.</p>

# Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Seven (7) short answer questions completed in the spaces provided.	<input type="checkbox"/>
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## Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory (S) or Not Yet Satisfactory (NYS).

<b>Assessor comments:</b>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
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**Congratulations, you have reached the end of Assessment 1!**

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