



ICTICT443

Work collaboratively in the ICT industry

Assessment 3 of 7

Case Study

Assessor Guide



Assessment Instructions

Task Overview

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
- ICTICT443_03_Work brief – New Online Booking System
- ICTICT443_03_Systems Interactions Map
- ICTICT443_03_Administering Network Operating System Policies and Procedures
- ICTICT443_03_Team Protocol SOP

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.

Case Study

Bounce Fitness prides itself on fostering a collaborative environment where teamwork and technology converge to achieve organisational goals. As a leading fitness facility in Australia, Bounce Fitness recognises the importance of using technology to make virtual collaboration across teams efficient and effective.

More information can be found on the Bounce Fitness website: [Bounce Fitness Home - Bounce Fitness \[precisionresources.com.au\]](http://precisionresources.com.au)

As a Team Leader for Bounce Fitness, you are responsible for the following:

- Developing protocols for teams working collaboratively in virtual environments that help achieve team objectives.
- Identifying communication tools and technology to support collaborative teams in virtual environments.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 1

As a Team Leader for Bounce Fitness, you must identify the team protocols required to work collaboratively in a virtual environment.

To complete this task, you must:

- a. Access and review the **ICTICT443_03_Work brief – New Online Booking System**
- b. Identify the work team you need to work collaboratively with using virtual technologies based on the work brief accessed and reviewed.
 - i. Your work team must have at least **three team members**, each with distinct roles.
 - ii. Team members may be co-located or working remotely.
- c. Describe the context of at least **one project** that you will complete/implement with the work team. Provide the work details of this project, including:
 - i. Project scope
 - ii. Project timeline
 - iii. Project communication and reporting
- d. Identify at least two objectives for your work team per the identified project.
- e. Access and review the following Protocols for Virtual Collaboration:
 - i. **ICTICT443_03_Systems Interactions Map**
 - ii. **ICTICT443_03_Administering Network Operating System Policies and Procedures**
- f. Outline the following requirements that your work team must follow based on Protocols for Virtual Collaboration:
 - i. At least **three team protocols** to ensure effective virtual collaboration.
 - ii. At least **three team communication protocols**.
 - iii. At least **three cyber safety protocols** to ensure the safety of virtually shared information and networks.
- g. Define the roles and responsibilities of each team member according to team communication protocols:

- i. Briefly describe the role of each team member in the project.
 - ii. Identify at least **two of their responsibilities** that will promote collaboration in a virtual work environment.
- h. Review each of the protocols you outlined:
- i. Identify and describe at least **two areas** that must be improved within these protocols.
 - ii. Provide at least **one recommendation or modification** to improve each protocol for better virtual collaboration
- i. Use the **ICTICT443_03_Team Protocol SOP** template to record information on your team and the team protocols.
- Save and submit your work using the following naming convention:
<Student Name>_Team Protocol SOP

Assessor instructions: Students must complete the **ICTICT443_03_Team Protocol SOP** template.

The acceptable responses must:

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

Benchmark answers and instructions for the assessor are provided in the **ICTICT443_03_Team Protocol SOP - Assessor Guide**.

Assessment submission checklist

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

1	Task 1 – <Student Name>_ Team Protocol SOP	<input type="checkbox"/>
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Assessment feedback

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

Assessor comments:	<input type="checkbox"/> S	<input type="checkbox"/> NYS
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Congratulations, you have reached the end of Assessment 3!

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