COORDINATE INFORMATION COMMUNICATION TECHNOLOGY
UNIT CODE: BUS/BM/CR/6/5

Unit Description

This unit specifies the competencies required to coordinate ICT functions. It involves developing organizations ICT policy, organizing procurement of ICT services, supervising ICT installation and maintenance, integrating ICT in operations, conducting ICT user training, promoting ICT innovation, coordinating virtual platforms, analyzing and interpreting user reports and preparing ICT report.

ELEMENTS AND PERFORMANCE CRITERIA

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* ***Bold and italicized terms are elaborated in the Range***
1. Develop organizations ICT policy	1.1 ICT Needs assessment is carried out according to organizations business operations 1.2 Technical team is formed in accordance with organization policy 1.3 ***ICT draft policy*** is developed in

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* **Bold and italicized terms are elaborated in the Range**
	accordance with the strategic plan 1.4 ICT draft policy is reviewed and a report generated according to organization standard operating procedures 1.5 Amendments on draft ICT policy is undertaken based on review report 1.6 ICT policy is developed in accordance with the ICT objectives in the strategic plan 1.7 ICT policy is shared among organization departments according to organization policy
2. Procure of ICT Services	2.1 Requisitions are received from user departments according to ICT policy 2.2 Invitation to tender or quotation is undertaken according to the budget and the mode according to the procurement procedure and regulations

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* ***Bold and italicized terms are elaborated in the Range***
	2.3 Sourcing of **ICT services** is done in accordance with the procurement procedure and regulations. 2.4 Verification of procured ICT services is undertaken according to the procurement policy 2.5 Procured ICT services are distributed to respective departments based on procurement policy
3. Supervise ICT Installation and Maintenance	3.1 Requirements of the ***ICT system*** installation are provided in accordance with the nature of the service and service providers policy guidelines 3.2 Installation process are conducted in accordance with the ICT service provider policy and contract between the organization and the service provider 3.3 ICT system is maintained as per the ICT policy requirements

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* **Bold and italicized terms are elaborated in the Range**
	3.4 The ICT system is reviewed in accordance with the feedback gathered from the users
4. Integrate ICT in Operations	4.1 Systems networking in the organization is undertaken according organization structure 4.2 ***Systems of sharing information*** is developed and implemented in accordance with the organization requirements 4.3 Establish enterprise resource planning (ERP) according to organization policy 4.4 Challenges in the system are reported according to the standard operating procedures 4.5 ICT system is upgraded or downgraded in accordance with the ICT policy

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* **Bold and italicized terms are elaborated in the Range**
5. Conduct ICT User Training	5.1 Training needs assessment is carried out in accordance with HR training procedures 5.2 Training objectives are set based on training needs 5.3 ICT Training programmes is prepared as per HR procedures 5.4 ICT Training budget is prepared according to organization finance procedures and policy 5.5 ICT Training resources are obtained in accordance with budget 5.6 ICT training is carried out as per training programme and budget 5.7 Evaluation of training is carried out as per training needs and objectives set 5.8 Training report is prepared and shared according to organization procedures

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* **Bold and italicized terms are elaborated in the Range**
6. Promote ICT Innovation	6.1 Current technologies in ICT are identified and evaluated according to the organizational needs 6.2 Training needs on ICT are identified and conducted according to the needs and approved budget 6.3 ***ICT new technologies*** are adopted and managed as per ICT guidelines 6.4 Impact assessment on new ICT technology uptake is conducted according to the organization policy 6.5 Recommendation on ICT uptake is made
7. Coordinate Virtual Platforms	7.1 ***Virtual platforms*** are identified according to organization needs 7.2 Personnel are trained on virtual platforms according to organizational policy

Element *These describe the key outcomes which make up workplace function.*	Performance Criteria *These are assessable statements which specify the required level of performance for each of the elements.* ***Bold and italicized terms are elaborated in the Range***
	7.3 Virtual platform is customized in accordance with organizations needs 7.4 **Online services** for the business are developed in accordance with ICT Policy 7.5 System feedback is monitored and reviewed as per ICT policy 7.6 Systems security is provided in accordance with ICT policy
8. Analyze and Interpret Reports	8.1 Information analysis system is developed as per the organization policy 8.2 Departmental user reports are obtained according to the organization policy 8.3 Analysis and interpretation of reports is conducted according to the ICT policy. 8.4 Analyzed departmental user reports are disseminated according to organization procedures

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* **Bold and italicized terms are elaborated in the Range**
	8.5 Periodic review of ICT system is undertaken in accordance with ICT policy and procedures/SOPs
9. Prepare ICT Report	9.1 Organization ICT report is prepared and shared in accordance with SOPs 9.2 ICT Areas of concern are identified based on targets and ICT procedures 9.3 ICT recommendations are implemented as per ICT policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range *May include but not limited to:*
1. ICT Services	1.1 Hardware 1.2 Software 1.3 Data

Variable	Range
	May include but not limited to:
	1.4 Users
	1.5 Communications technology
2. ICT Policy	2.1 Users
	2.2 Service providers
	2.3 Acquisition
	2.4 Maintenance
	2.5 Monitoring
	2.6 Disposal
	2.7 Control
3. Social Media Platforms	3.1 Facebook
	3.2 WhatsApp
	3.3 Instagram
	3.4 Twitter
	3.5 Telegram
4. ICT system	4.1 Hardware
	4.2 Software
	4.3 Personnel
	4.4 Speed
	4.5 Storage capacity
	4.6 Coding
	4.7 Network
5. ICT Technologies	5.1 Human interface
	5.2 Nano technology
	5.3 Bio technology

Variable	Range
	May include but not limited to:
	5.4 Artificial intelligence technology
6. On line services	6.1 Websites
	6.2 Email
	6.3 Video conference
	6.4 Registration
	6.5 Recruiting
7. Systems of Sharing Information	7.1 LAN
	7.2 Telephone
	7.3 Internet

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Planning
- Problem solving and trouble shooting
- Networking
- Computer applications
- Computer operation
- ICT applications
- Analytical
- Communication

Required Knowledge

The individual needs to demonstrate knowledge of:

- Basic principles of applied ICT
- Usage of computer
- Computer maintenance and servicing
- Enterprise resource placing
- Web designs
- Data security
- Procurement
- Use of internet
- Communication
- Basic budgeting

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Carried out organization's ICT needs assessment
	1.2 Developed organization ICT policy
	1.3 Procurement of ICT services
	1.4 Installed ICT systems
	1.5 Maintained ICT systems

	1.6 Developed networking systems for the organization
	1.7 Established enterprise resource planning
	1.8 Adopted to new appropriate ICT technologies
	1.9 Demonstrated understanding of new ICT technologies
	1.10 Identified, adopt and managed use of social media
	1.11 Developed online services for the business
	1.12 Analyzed and interpreted ICT user reports
2. Resource Implications	The following resources must be provided: 2.1 Assessment location 2.2 Work station 2.3 Candidate reports/file 2.4 Computer/printer 2.5 Projectors 2.6 Tablets 2.7 Internet connectivity
3. Methods of Assessment	Competency may be assessed through: 3.1 Observation 3.2 Project 3.3 Case study

		3.4 Written
		3.5 Third party reports
		3.6 Oral
4.	Context of Assessment	Competency may be assessed: 4.1 On the job 4.2 Off the job 4.3 In work placement (attachment,) Off the job assessment must be undertaken in a closely simulated workplace environment
5.	Guidance Information for Assessment	Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.