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## **PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE**

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Package / Course Title: ICA05 - Information Technology

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Certificate II in Information Technology - ICA20105

Work Effectively in an Information Technology Environment – ICAW2001B

Target groups Appropriate for a person in an administrative support role in a general office environment.

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### **TRAINING DELIVERY**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Facilitate Concepts StepXStep Instructional process Classroom/Flexible Delivery	Develop clear understanding of each element of the module	Whiteboard Personal Computer Data Projector Printer Software
Written direction/instructions	Ability to follow instructional tools	Handouts Text Book
Practical Demonstration/Assistance	Obtain Hands-On experience	Use of Help and On-Line Help functions
Oral Questioning & Class discussion	Develop understanding of concepts and practical application	

### **ASSESSMENT**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Written & Practical Assessment Task (Open Book)	Demonstrate competency through set assessment tasks drawing on conceptual understanding and practical efficiency	Personal Computer On-Line Help Application Help Function Text Books Class Handouts Third Party
Observation Summative & Formative Assessment	Demonstrate competency of conceptual understanding and practical efficiency	Competency Record Checklist
Completed Work Tasks	Demonstrate engagement and proficiency	

List any special requirements / issues / amendments for any particular target group.
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