

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: ICA05 - Information Technology

Certificate II in Information Technology - ICA20105

Communicate in the Workplace – ICAW2002B

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

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
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 (Developing Business Skills)
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

Strategies	Performance Indicators	Resources
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.