



ICA05 Information & Communications Technology Training Package v3.0

Frequently Asked Questions (FAQs)

Prepared by Innovation and Business Skills Australia (IBSA)

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Readers please note: These FAQs are based on a range of questions stakeholders have recently asked us about the ICA05 Information & Communications Technology Training Package V3.0. Our responses are based on the best information available at the time of writing and on policy information from DEEWR. We have taken every care to ensure these FAQs are accurate, but imply no warranty of the accuracy of the advice. You are advised to check our website for regular updates of these FAQs or contact the relevant State or Territory Training Authority, details of which can be found on the DEEWR website:

www.deewr.gov.au

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What is the Information and Communications Technology Training Package and why is it important?

The ICA05 Information and Communications Technology Training Package provides national competency standards, assessment guidelines and qualifications framework to support the skills and knowledge development and assessment required within the ICT industry. It is titled Information and Communications Technology (ICT) in recognition of the broad scope of its industry application and also the convergent nature of its own and related technologies. While the package itself is ICT, the qualifications titles have retained their IT nomenclature in recognition of the particular characteristics of the IT training marketplace.

ICA05 ICT Training Package: Impact and Influence

The ICA05 ICT Training Package's impact and influence spans all industry sectors by virtue of its coverage and application by staff at varying skill levels from users, in an operational sense through the attainment of foundation skills, to technical advisers and designers through the attainment of higher level skills.

How did the ICA05 Training Package come about and evolve?

The traditional notion of Information and Communications Technology (ICT) as an individual and separate industry became less true from 2005 as ICT skills were and continue to increasingly being used across all industries and society in general.

'The Information Society' constitutes people and businesses that make use of information technology but do not deal in ICT themselves. These are all industries that increasingly use ICT for productivity improvement and sustainable economic success. Small to Medium Enterprises (SMEs) are accelerating the use of ICT technologies to enhance and operate their businesses. Additionally, all members of society, whether in paid employment or not, are increasingly requiring ICT user skills to enable engagement in the information society.

ICT has become truly 'all pervasive' and is fast becoming the 'new literacy' as ICT competencies are increasingly necessary for profitability in business and survival in society.

The predecessor Training Package ICA99 Version 3 contained 219 units of competency plus 109 imported units. From a base of 219, 18 units were deleted outright leaving 201; then 28 units were added to equal the final 229 ICT units. The 201 ICT units had been substantially revised. The ICA05 Training Package now includes 240 'ICT' units and the published titles, descriptor and elements of 90 imported units. Details regarding ICA05 and imported units can be found further in the Training Package Volume 1. The 28 new units are predominantly ICT specialist units in either software development, programming languages, mathematical techniques and process automation, with a small number of security and wireless units. Some additional units at mid level were also developed for fault finding, equipment care, testing and user/technical documentation. An additional unit for the package's suite of ICT 'foundation' skills introduces a spam and virus detection and protection unit for the first time.

A scoping project completed in July 2006 established a number of changes required for e-Security and Radio Frequency Identification (RFID) and also identified that there was considerable support for such change.

In June 2007, IBSA undertook a project to develop specialised units and qualifications, revise a discrete number of units to reflect next generation networks and wireless broadband and refine the pre-requisite structure for inclusion in the ICA05 Information and Communications Technology Training Package.

What is the composition of the ICA05 Training Package?

The ICA05 Training Package contains 240 competency units, 23 qualifications and 90 imported units. There is also a set of assessment guidelines. These components are organised into a structure that provides guidance while offering flexibility.

What are the main differences between ICA05 Version 2 and Version 3

ICA05 v3.0 has added 4 new competency units in RFID, 7 new competency units in e-Security and 1 new qualification, ICA60308 Advanced Diploma of Information Technology (e-Security). The new competency units are:

- ICAA5245A Evaluate RFID Systems
- ICAA5246A Design an RFID implementation
- ICAB4247A Link an RFID system to a database
- ICAI4244A Install and maintain an RFID system
- ICAI4249A Implement and evaluate Data Security
- ICAI4251A Implement and evaluate Network and Telecommunication Security
- ICAI5250A Develop, Implement and evaluate System and Application Security
- ICAI5252A Develop, Implement and evaluate an Incident response plan
- ICAI5253A Implement and evaluate systems for Regulatory and Standards Compliance
- ICAS2248A Protect and secure information assets
- ICAS6254A Manage IT Security

Changes to qualifications

The qualifications within ICA05 have increased by one - ICA60308 Advanced Diploma of Information Technology (e-Security).

ICA60208 Advanced Diploma of Information Technology (Network Security) has had an update with the deletion of core unit ICPPP411A.

Inclusion of RFID and E-security units in:

- ICA20105 Certificate II in Information Technology

- ICA40105 Certificate IV in Information Technology (General)
- ICA40405 Certificate IV in Information Technology (Networking)
- ICA50105 Diploma of Information Technology (General)
- ICA50405 Diploma of Information Technology (Networking)
- ICA60105 Advanced Diploma of Information Technology
- ICA60208 Advanced Diploma of Information Technology (Network Security)

What qualifications are in ICA05?

There are now 23 qualifications in the training package:

- ICA10105 Certificate I in Information Technology
- ICA20105 Certificate II in Information Technology
- ICA30105 Certificate III in Information Technology
- ICA40105 Certificate IV in Information Technology (General)
- ICA40205 Certificate IV in Information Technology (Support)
- ICA40305 Certificate IV in Information Technology (Websites)
- ICA40405 Certificate IV in Information Technology (Networking)
- ICA40505 Certificate IV in Information Technology (Programming)
- ICA40605 Certificate IV in Information Technology (Testing)
- ICA40705 Certificate IV in Information Technology (Systems Analysis and Design)
- ICA40805 Certificate IV in Information Technology (Multimedia)
- ICA50105 Diploma of Information Technology (General)
- ICA50205 Diploma of Information Technology (Project Management)
- ICA50305 Diploma of Information Technology (Systems Administration)
- ICA50405 Diploma of Information Technology (Networking)
- ICA50505 Diploma of Information Technology (Database Design and Development)
- ICA50605 Diploma of Information Technology (Website Development)
- ICA50705 Diploma of Information Technology (Software Development)
- ICA50805 Diploma of Information Technology (Systems Analysis and Design)
- ICA50905 Diploma of Information Technology (Multimedia)
- ICA60105 Advanced Diploma of Information Technology
- ICA60208 Advanced Diploma of Information Technology (Network Security)
- ICA60308 Advanced Diploma of Information Technology (E-Security)

What are the pathways and entry points for these qualifications?

Pathways

Pathway advice provides information on suggested entry levels for learners. Advice is provided for each qualification on how a candidate may enter a qualification. The pathway into a qualification is generally expressed as requiring the candidate to have:

- completed a qualification at a level immediately prior to the qualification to be undertaken (e.g. the Certificate III for entry into the Certificate IV), or
- evidence of demonstrated equivalence, and/or
- relevant vocational experience.

The ICA05 Information and Communications Technology Training Package comprises 23 qualifications ranging from Certificate I to Advanced Diploma. Their configurations include simple core and elective structures as well as complex 'streaming' and diverse elective options. All qualifications offer some opportunity to import units at appropriate levels from other Training Packages.

The detailed streaming in some qualifications and clustering of electives into related groups provides guidance for individuals who wish to select electives to supplement a 'core' skills set as well as information for providers and individuals who wish to undertake structured learning in particular fields of ICT without necessarily completing a full qualification.

As a general rule units, which comprise the core of each qualification, have been established as being appropriate to the qualification's AQF level. Where possible, elective choices are provided at the same 'level' of unit plus a proportion from the next level up in order to introduce challenge and stretch where desired.

Pathways into and between qualifications in this Training Package can be flexible and will suit a wide array of entrants. Pre - requisite requirements are clear, particularly in terms of ICT 'technical' competency. Natural progression pathways are detailed in the text of each qualification as well as in related parts of Section 1.4 of Volume 1 of ICA05.

All qualifications in ICA05 can be obtained through a variety of on and off the job combinations.

Will I need to expand my scope of registration in order to deliver the revised qualifications?

The Training Package itself contains a list of the qualifications and their relationship to previous qualifications. If the qualification is equivalent it will generally not be necessary to change your scope of registration. However if there is no equivalent qualification, or if you want to add additional qualifications, skill sets or units you will need to apply to expand your scope of registration. You need to check the details of this with your local state/territory registration authority regarding specific advice for the transition arrangement applicable in their jurisdiction.

What are Employability Skills?

In May 2005, the decision was reached to incorporate employability skills within Training Package qualifications and units of competency. Consequently, from 2006 employability skills have replaced key competency information in Training Packages.

Employability skills are also sometimes referred to as generic skills, capabilities or key competencies. The employability skills discussed here build on the Mayer Committee's key competencies, which were developed in 1992 and attempted to describe generic competencies for effective participation in work.

The Business Council of Australia (BCA) and the Australian Chamber of Commerce and Industry (ACCI), produced the Employability Skills for the Future report in 2002 in consultation with other peak employer bodies and with funding provided by the Department of Education, Science and Training (DEST) and the Australian National Training Authority (ANTA). Officially released in 2002, copies of the report are available from the DEEWR website at at:

http://www.dest.gov.au/archive/ty/publications/employability_skills/index.htm.

The report indicated that business and industry now require a broader range of skills than the Mayer Key Competencies Framework and featured an Employability Skills Framework identifying the following eight employability skills.¹

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

The report demonstrated how employability skills can be further described for particular occupational and industry contexts by sets of facets. The facets listed in the report are the aspects of the employability skills that the sample of employers surveyed identified as being important work skills. These facets were seen by employers as being dependent both in their nature and priority on an enterprise's business activity.

What are Employability Skills Summaries?

Summaries broadly identify the application of each Employability Skill in the context of the job role(s) covered by the qualification. They are designed to assist in the identification and inclusion of relevant industry applications of the Employability Skills into learning and assessment strategies.

An Employability Skills Summary describes the broad industry requirements that are further explained as measurable outcomes of performance in the unit of competency for each qualification. An Employability Skills Summary has been included for each qualification in ICA05 v3 and the summaries capture the key aspects, or facets, of

¹ Personal attributes that contribute to employability were also identified in the report but are not part of the Employability Skills Framework.

each Employability Skill that are important in the job roles covered by the qualification. They are not intended to be exhaustive lists or checklists for performance. An example of an employability skills summary from ICA05 is provided below.

Employability Skills Summary

ICA40205 Certificate IV in Information Technology (Support)

The following table contains a summary of the Employability Skills required for a Help Desk Support Officer. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

ICA40205 Certificate IV in Information Technology (Support)	
Employability Skill	Industry requirements for this qualification include:
Communication	<ul style="list-style-type: none"> consulting with end users and clients before, during and after development of services to determine their issues and ensuring that their needs are met interpreting technical manuals
Teamwork	<ul style="list-style-type: none"> working with clients to maintain security on computer networks and manage problems working with internal users and third party suppliers to determine and update service level agreements
Problem Solving	<ul style="list-style-type: none"> solving client computing problems which may be non-routine and unpredictable using discretion and judgement to interpret available information and solve problems
Initiative and Enterprise	<ul style="list-style-type: none"> developing new criteria and procedures for performing current practices identifying, analysing and evaluating information from a variety of sources
Planning and Organising	<ul style="list-style-type: none"> creating project plans to guide the development of systems methodologies organising resources for providing one on one instruction to clients on technical issues planning the evaluation of system status taking into account time, environment, and internal and external issues
Self-management	<ul style="list-style-type: none"> taking responsibility for own output in relation to specified quality standards working within the Australian Computer Society code of ethics regarding security, legal, moral and ethical issues
Learning	<ul style="list-style-type: none"> maintaining knowledge of current industry accepted hardware and software products providing technical advice towards resolution of specified problems selecting, adapting and transferring skills and knowledge to new environments
Technology	<ul style="list-style-type: none"> selecting, sourcing and using appropriate software and tools based on analysis of technical needs

How should Employability Skills be addressed in learning and assessment activities?

Employability Skills are most appropriately worked with in relation to the criteria, knowledge and skills described in units of competency. However, at some point in the learning process, time must be devoted to openly discussing the concept of Employability Skills with learners. This should include reviewing how these skills are specifically applied to the unit(s) being studied (as contained in the Employability Skills Summaries). Learners' understanding of Employability Skills can be further enhanced by their participation in learning that adheres to adult learning principles. The process through which individuals learn can, in itself, emphasise particular Employability Skills

When working with Employability Skills, whether in training or assessment, they should always be considered within the context of that unit – and not as individual skills. This holistic approach of combining technical and Employability Skills is more relevant and closely aligned to real job expectations and practices.

IBSA has produced a resource which provides further advice regarding Employability Skills in Training and Assessment, and is available at:

[http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/es/incorporating_es.htm#Resources to support the implementation of Employability Skills](http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/es/incorporating_es.htm#Resources%20to%20support%20the%20implementation%20of%20Employability%20Skills)

How will Employability Skills be reported on?

The National Quality Council (NQC) has completed a project to develop a model for assessing and reporting on Employability skills, and has included a professional development strategy to support implementation. Basic principles of the model include:

an integrated approach where the assessment of employability skills is integrated with the assessment of technical skills within units and qualifications; and

descriptive reporting, where short text is used to describe the employability skills developed as part of a qualification.

When will ICA05 be reviewed?

As of 2006, all training packages adopted a model of continuous improvement. What this means in effect is that IBSA will be collecting information about the currency, relevance and practicality of all units and qualifications in ICA05 and updating it to reflect industry needs. Everyone has the opportunity to make suggestions about improvements through IBSA's website at www.ibsa.org.au. Future emphasis will be on improving ICA05 through a continuum of maintenance, endorsement and implementation, referred to as continuous improvement. However a full review will still be undertaken where evidence of continuous improvement is not considered to be sufficient, or where consultation indicates the need. This may be requested by the NQC or by the ISC.