



ICT50220 Diploma of Information Technology (Release 2) – CRICOS Students

Training Product Information

Training package	ICT Information and Communications Technology 8.1		
Qualification code and title	ICT50220 Diploma of Information Technology		
Qualification release # and date	Release 2, 03 Feb 2022		
Packaging rules	<p>Total number of units = 20</p> <ul style="list-style-type: none"> <li>▪ 6 core units</li> <li>▪ 14 elective units, of which: <ul style="list-style-type: none"> <li>▪ at least 10 units from the electives listed</li> <li>▪ up to 4 units may be selected from the remaining listed elective units or from this or any currently endorsed Training Package or accredited course where the units are packaged in an Australian Qualification Framework (AQF) Level 4, 5 or 6 qualification.</li> </ul> </li> <li>▪ Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid, industry-supported vocational outcome.</li> <li>▪ Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the ICT Information and Communications Technology Training Package.</li> </ul> <p>SATHE intends to deliver the <b>Telecommunications Network Engineering</b> specialisation.</p>		
Units competency of	<b>Core Units - 6</b>		
	<b>Unit code</b>	<b>Unit name</b>	<b>Pre-requisite</b>
	ICTICT517	Match ICT needs with the strategic direction of the organisation	Nil
	ICTICT532	Apply IP, ethics and privacy in ICT environments	Nil
	ICTSAS527	Manage client problems	Nil
	BSBCRT512	Originate and develop concepts	Nil
	BSBXCS402	Promote workplace cyber security awareness and best practices	Nil
	BSBXTW401	Lead and facilitate a team	Nil
	<b>Elective Units - 14</b>		
	<b>Unit code</b>	<b>Unit name</b>	<b>Pre-requisite</b>
	ICTICT519	Develop detailed component specifications from project specifications	Nil
	ICTNPL413	Evaluate networking regulations and legislation for the telecommunications industry	Nil
	ICTNWK423	Manage network and data integrity	Nil
	ICTNWK541	Configure, verify and troubleshoot WAN links and IP services	Nil
	ICTPMG505	Manage ICT projects	Nil
	ICTTEN519	Design network building projects	Nil
	ICTNWK529	Install and manage complex ICT networks	Nil
ICTNWK536	Plan, implement and test enterprise communication solutions	Nil	
ICTNWK540	Design, build and test network servers	Nil	
ICTNWK546	Manage network security	Nil	
ICTNWK557	Configure and manage advanced virtual computing environments	Nil	

	ICTNWK559	Install an enterprise virtual computing environment	Nil
	ICTCYS407	Gather, analyse and interpret threat data	Nil
	ICTSAS524	Develop, implement and evaluate an incident response	Nil
Entry requirements	<p>There are no formal entry requirements for this Qualification, however, SATHE does require the following to satisfy its own admission requirements:</p> <p><b>Academic Requirement</b></p> <ul style="list-style-type: none"> <li>• Satisfactory completion of Australian Year 12 or equivalent.</li> <li>• There is a minimum level of English language skills that are required to study at SATHE for international students who do not speak English as their first language which is as follows: Certificate III*, Certificate IV, Diploma* and Advanced Diploma: International English Language Testing System (IELTS) Academic: Overall 6.0</li> </ul> <p><b>Age Requirement</b></p> <p>Students must be a minimum age of 18 years or above at the time of course commencement. Must be physically able, as the job may involve lifting, manual handling and similar related activities.</p> <p><b>Initial Skills Assessment</b></p> <p>All students will undertake an initial skills assessment to determine suitability for the course, including language, literacy and numeracy (LLN), and any learning and other student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience, and the learners LLN requirements (if any). Determination of course suitability and additional support (if any) will be made by the Student Support Services Coordinator and the course trainer and assessor.</p> <p>Learners studying this qualification need to have sound communication skills and will undertake a Language, Literacy, and Numeracy test prior to commencing the training. Learning (ACSF Level 4), reading (ACSF Level 4), writing (ACSF Level 4), oral communication (ACSF Level 4) and numeracy (ACSF Level 3) are the required levels to successfully participate in the course. Any learner below these levels will be offered LLN support as detailed in the Language, literacy, and numeracy (LLN) and additional support section later in this TAS.</p> <p><b>Technology requirements</b></p> <p>Access to a suitable laptop / desktop with the necessary software (eg Microsoft Office suite, Adobe Acrobat Reader, etc.), internet, camera, and microphone.</p> <p>Students must have basic abilities to use technology and electronic devices to access the learning and assessment materials the virtual simulated workplace activities and materials, or to undertake online learning, in real time or self-study.</p> <p><b>Other requirements</b></p> <p>The learner needs to obtain a USI (Unique Student Identification number) at or prior to enrolment.</p>		
Pre-requisites and co-requisites	There are no pre-requisites or co-requisites.		
Licensing requirements	There are no licensing requirements for this qualification.		
Transitioning arrangements	SATHE has a Qualification Transition Policy and Procedure that details the controls required to be implemented if and when a qualification or units within the qualification are superseded or cancelled. The SATHE Qualification Transition Action Plan, referenced in the Policy and Procedure is prepared and implemented when transition is required.		

### RTO Information

Registered training organisation (RTO)	Studies of Technology and Healthcare Education Pty Ltd
RTO number	To be advised

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CRICOS registration	To be advised
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### Learning Outcomes and Target Audience

Target audience/learners	<p><b>Domestic students.</b></p> <p>This qualification targets learners who wish to obtain ICT50220 Diploma of Information Technology, to enter the Information Technology industry with no prior skills, or those who wish to formalize existing skills.</p>
Learning support	<p>SATHE determines the support needs of each learner by requiring them to undertake an Initial Skills Assessment designed to gather information on their knowledge, skills, experience, career plans and hopes for the future. The results of this assessment are analyzed along with the Language, Literacy, and Numeracy (LLN) assessment identified in the following section.</p>
Language, literacy, numeracy (LLN) and additional support	<p>As well as the Initial Skills Assessment conducted to confirm their choice of course, learners will also undertake a Language, Literacy and Numeracy (LLN) Assessment based on the Australian Core Skills Framework (ACSF). The results of both assessments are then compared to the workplace LLN requirements of the ICT50220 Diploma of Information Technology.</p> <p>The workplace LLN requirements have been determined by analyzing all units of competency in the qualification.</p> <p>The results of both assessments are used to determine the level of support that may be required to assist the learner in achieving a competent outcome. The Student Support Services Coordinator and the Trainer and Assessor for the qualification coordinate and analyze the assessments and determine the appropriate support that the learner is required to access from, but not necessarily restricted to the following the education and support services:</p> <ul style="list-style-type: none"> <li>• study support and study skills programs.</li> <li>• implementing 'buddy-systems'</li> <li>• referrals to language, literacy, and numeracy (LLN) programs</li> <li>• equipment, resources and/or programs to increase access for learners.</li> <li>• referral to disability support services.</li> <li>• allowing more time for practice.</li> <li>• mediation services or referrals to these services.</li> <li>• flexible scheduling and delivery of training and assessment.</li> <li>• referrals to counselling services.</li> <li>• information and communications technology (ICT) support, and</li> <li>• any other services that SATHE considers necessary to support learners to achieve competency.</li> </ul>
Training product outcomes	<p>This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have established specialised skills in a technical ICT function. Individuals in these roles carry out moderately complex tasks in a specialist field, working independently, as part of a team or leading a deliverable with others. They may apply their skills across a wide range of industries, business functions and departments, or as a business owner (sole trader/contractor).</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p> <p>Indicative Job roles can include:</p> <ul style="list-style-type: none"> <li>• ICT Office Manager</li> <li>• ICT Systems Administrator</li> <li>• Information Systems Office Manager</li> <li>• Office Systems Administrator</li> <li>• Systems Manager</li> </ul>

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	<p>Graduating learners may decide to enroll in ICT60220 Advanced Diploma of Information Technology</p>
	<p><b>Entry and exit into the training product</b></p> <p>Potential learners will have gained information from the SATHE website on the range of courses offered and may make an enquiry for clarification or further information. When they have chosen a course, they will submit a formal application and any supporting documents required.</p> <p>They then complete the initial skills assessment and the LLN Assessment.</p> <p>If successful, their enrolment is confirmed in writing</p> <p>They will then make the relevant payment and attend an Orientation session.</p> <p>Once the course is successfully completed, or specific units of competency achieved the learner receives the relevant AQF documentation.</p>
	<p><b>Accreditation outcomes</b></p> <p>There are no specific accreditation outcomes such as licenses for this course.</p>
Recognition of prior learning (RPL)	<p>The initial course information states that Recognition of Prior Learning (RPL) and Credit Transfer (CT) are relevant for the course and refers them to the Recognition Policy and Procedure available from the SATHE website, the costs associated with RPL, and access to the relevant forms to be completed to apply for RPL and CT.</p> <p>Their applications for both are considered by SATHE Student Support Services Coordinator and the relevant trainer and assessor who informs the potential learner of the outcome and the specific steps they will have to undertake as detailed in the Recognition Policy and Procedure (covers both RPL and Credit Transfer).</p> <p>RPL Assessment Tools are available for this qualification. Upon successful completion of the assessment tasks the learner is awarded the qualification or individual units they have been deemed to be competent in.</p> <p>If during the assessment process 'gaps' in knowledge or skills is identified the learner is provided with options, and where applicable costs and timelines to consider, in order to fill the gaps and the process to follow based on their choice, i.e. enroll in a unit or units; or gain further experience in the workplace.</p> <p>All Credit Transfer requests will be verified with the issuing authority for authenticity and equivalence to the units being applied for.</p>

## Design and Development

Development of this strategy	<p>This Training and Assessment Strategy (TAS) is a result of initial industry consultation where industry representatives were presented with a draft of the TAS for feedback. Records of Industry feedback are retained in the Administrative folder for the ICT50220 Diploma of Information Technology in a separate folder titled Industry engagement. This folder contains a summary of industry feedback prepared by the RTO Manager. It includes details of the analysis of the feedback and identifies how it impacted on the revision, development, and finalisation, of this TAS prior to approval by the CEO.</p>		
Australian Qualifications Framework (AQF) and volume of learning	<input type="checkbox"/> <b>Certificate I</b> 0.5 – 1.0 year 600 – 1200 hours	<input type="checkbox"/> <b>Certificate II</b> 0.5 – 1.0 year 600 – 1200 hours	<input type="checkbox"/> <b>Certificate III*</b> 1.0 – 2.0 years 1200 – 2400 hours
	<input type="checkbox"/> <b>Certificate IV**</b> 0.5 – 2.0 years 600 – 2400 hours	<input checked="" type="checkbox"/> <b>Diploma</b> 1.0 – 2.0 years 1200 – 2400 hours	<input type="checkbox"/> <b>Advanced Diploma</b> 1.5 – 2.0 years 1800 – 2400 hours

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Duration amount training and of	<p>Total duration of the course is 65 weeks which includes 13 weeks of term break and 52 weeks of study. The details are as follows:</p> <p>Classroom based learning = 1040 hours @ 20 hours each week for 52 weeks</p> <p>Trainer structured and self-directed learning on-line = 520 hours @10 hours each week for 52 week</p> <p>Assessment time (not a component of the Amount of Training but included in the overall Volume of Learning included in the above calculations will be) = 300 hours</p> <p>Total Volume of Learning = 1560 hours</p> <p>Initial industry feedback on hours indicated that this would be sufficient. There is no mandated work placement for this course, however SATHE has access to real-time workplace and includes specific directed task for the learner to complete all simulated learning and strengthens the individual's experience of the industry, promotes stronger embedded learning and provides exposure to workplace situations as required.</p> <p>No more than 1/3<sup>rd</sup> of the delivery and assessment will occur on-line.</p>
Industry engagement	<p>The industry engagement used for this TAS was conducted face-to-face with industry representatives. The Industry Consultation Feedback Form was used to gather information on a range of topics associated with the strategy including, but not necessarily limited to:</p> <ul style="list-style-type: none"> <li>• Relevance of proposed electives</li> <li>• Delivery methods</li> <li>• Assessment methods</li> <li>• Core skills to be developed in the training and assessment</li> <li>• Selection of Training materials</li> <li>• Equipment and Resources to meet industry standards</li> <li>• Current skills and knowledge of a trainer</li> <li>• Overall amount of hours</li> </ul> <p>The records of this engagement with industry, including the names of the industry representatives and their organisations, are in the records of Industry Consultation Feedback forms that are retained in the overall Administrative folder for the 'ICT50220 Diploma of Information Technology', in a sub-folder titled Industry Engagement. This folder contains a summary of industry feedback prepared by the RTO Manager. It includes details of the analysis of the feedback and identifies how it impacted on the revision, development, and finalisation, of this TAS prior to approval by the CEO.</p>
Assessment validation	<p>The assessment tools supplied for this course were commercially provided and each unit of competency underwent a pre-assessment validation to ensure they met the Principles of Assessment and had the capacity to gather evidence to meet the Rules of Evidence.</p> <p>Record of this Pre-assessment Validation were recorded on the Pre-Assessment Validation form and stored in a sub-folder of the Administrative folder for 'ICT50220 Diploma of Information Technology' titled Pre-assessment Validation.</p>
Reasonable adjustment	<p>Reasonable adjustment is a legislative term that, for VET, refers to a measure or action taken by an RTO to enable learners with a disability to participate in education and training on the same basis as learners without disability.</p> <p>It does not give learners with a disability an advantage over other learners. Nor does it change the outcomes The delivery period of this qualification is 65 weeks with of a unit of competency or guarantee success. It is also not about making unreasonable adjustment and, every reasonable adjustment must uphold the rigour and integrity of the qualification.</p>

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Delivery arrangements	Trainers and assessors are available throughout the week Monday to Saturday.																																										
Delivery of units	<input checked="" type="checkbox"/> <b>Unit-by-unit basis</b> In a unit-by-unit approach, learners complete the course per individual unit of competency.																																										
	<input type="checkbox"/> <b>Clustered approach</b> In a clustered approach, learners complete the course per subject, and each subject may address one or more units.																																										
Delivery of units	<i>Order of Delivery of unit</i> <table border="1"> <thead> <tr> <th>Order</th> <th>Unit of competency</th> </tr> </thead> <tbody> <tr><td>1</td><td>ICTICT517 Match ICT needs with the strategic direction of the organisation</td></tr> <tr><td>2</td><td>ICTICT532 Apply IP, ethics and privacy in ICT environments</td></tr> <tr><td>3</td><td>ICTSAS527 Manage client problems</td></tr> <tr><td>4</td><td>BSBCRT512 Originate and develop concepts</td></tr> <tr><td>5</td><td>BSBXCS402 Promote workplace cyber security awareness and best practices</td></tr> <tr><td>6</td><td>BSBXTW401 Lead and facilitate a team</td></tr> <tr><td>7</td><td>ICTICT519 Develop detailed component specifications from project specifications</td></tr> <tr><td>8</td><td>ICTNPL413 Evaluate networking regulations and legislation for the telecommunications industry</td></tr> <tr><td>9</td><td>ICTNWK423 Manage network and data integrity</td></tr> <tr><td>10</td><td>ICTNWK541 Configure, verify and troubleshoot WAN links and IP services</td></tr> <tr><td>11</td><td>ICTPMG505 Manage ICT projects</td></tr> <tr><td>12</td><td>ICTTEN519 Design network building projects</td></tr> <tr><td>13</td><td>ICTNWK529 Install and manage complex ICT networks</td></tr> <tr><td>14</td><td>ICTNWK536 Plan, implement and test enterprise communication solutions</td></tr> <tr><td>15</td><td>ICTNWK540 Design, build and test network servers</td></tr> <tr><td>16</td><td>ICTNWK546 Manage network security</td></tr> <tr><td>17</td><td>ICTNWK557 Configure and manage advanced virtual computing environments</td></tr> <tr><td>18</td><td>ICTNWK559 Install an enterprise virtual computing environment</td></tr> <tr><td>19</td><td>ICTCYS407 Gather, analyse and interpret threat data</td></tr> <tr><td>20</td><td>ICTSAS524 Develop, implement and evaluate an incident response</td></tr> </tbody> </table>	Order	Unit of competency	1	ICTICT517 Match ICT needs with the strategic direction of the organisation	2	ICTICT532 Apply IP, ethics and privacy in ICT environments	3	ICTSAS527 Manage client problems	4	BSBCRT512 Originate and develop concepts	5	BSBXCS402 Promote workplace cyber security awareness and best practices	6	BSBXTW401 Lead and facilitate a team	7	ICTICT519 Develop detailed component specifications from project specifications	8	ICTNPL413 Evaluate networking regulations and legislation for the telecommunications industry	9	ICTNWK423 Manage network and data integrity	10	ICTNWK541 Configure, verify and troubleshoot WAN links and IP services	11	ICTPMG505 Manage ICT projects	12	ICTTEN519 Design network building projects	13	ICTNWK529 Install and manage complex ICT networks	14	ICTNWK536 Plan, implement and test enterprise communication solutions	15	ICTNWK540 Design, build and test network servers	16	ICTNWK546 Manage network security	17	ICTNWK557 Configure and manage advanced virtual computing environments	18	ICTNWK559 Install an enterprise virtual computing environment	19	ICTCYS407 Gather, analyse and interpret threat data	20	ICTSAS524 Develop, implement and evaluate an incident response
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Assessment methods	Please see the details in the Training and Assessment Schedule.																																										
Training and assessment personnel qualification requirements	Each Trainer and Assessor has TAE qualifications that enable them to deliver and assess these units of competency in this TAS. Their TAE qualifications, Training and Assessment currency, and professional development activities undertaken are recorded in their Trainer and Assessor Matrix and filed in their Trainer and Assessor file.																																										
Training and assessment personnel	Each Trainers and Assessors Vocational qualifications, experience, and currency is recorded in their Trainer and Assessor Matrix against each unit of competence that they deliver and assess. The following Trainers and Assessors deliver this qualification: <ul style="list-style-type: none"> <li>Henry Ehmann</li> </ul> Trainer and Assessor Matrices are filed in each Trainer and Assessors file.																																										

No entry requirements									
Core/Elective	Code and Unit Name	Pre-requisite	Nominal Hours	Classroom Hours	Placement	Self Directed Learning	Sessions	Days	Weeks
Core	ICTICT517 Match ICT needs with the strategic direction of the organisation	Nil	50	40	0	20	10	5	2
Core	ICTICT532 Apply IP, ethics and privacy in ICT environments	Nil	40	40	0	20	10	5	2
Core	ICTSAS527 Manage client problems	Nil	20	20	0	10	5	2.5	1
Core	BSBCRT512 Originate and develop concepts	Nil	30	40	0	20	10	5	2
Core	BSBXCS402 Promote workplace cyber security awareness and best practices	Nil	40	40	0	20	10	5	2
Core	BSBXTW401 Lead and facilitate a team	Nil	50	60	0	30	15	7.5	3
Elective	ICTICT519 Develop detailed component specifications from project specifications	Nil	40	40	0	20	10	5	2
Elective	ICTNPL413 Evaluate networking regulations and legislation for the telecommunications industry	Nil	60	60	0	30	15	7.5	3
Elective	ICTNWK423 Manage network and data integrity	Nil	40	40	0	20	10	5	2
Elective	ICTNWK541 Configure, verify and troubleshoot WAN links and IP services	Nil	90	80	0	40	20	10	4
Elective	ICTPMG505 Manage ICT projects	Nil	80	60	0	30	15	7.5	3
Elective	ICTTEN519 Design network building projects	Nil	70	80	0	40	20	10	4
Elective	ICTNWK529 Install and manage complex ICT networks	Nil	100	80	0	40	20	10	4
Elective	ICTNWK536 Plan, implement and test enterprise communication solutions	Nil	80	60	0	30	15	7.5	3
Elective	ICTNWK540 Design, build and test network servers	Nil	50	60	0	30	15	7.5	3
Elective	ICTNWK546 Manage network security	Nil	80	80	0	40	20	10	4
Elective	ICTNWK557 Configure and manage advanced virtual computing environments	Nil	40	40	0	20	10	5	2
Elective	ICTNWK559 Install an enterprise virtual computing environment	Nil	60	60	0	30	15	7.5	3
Elective	ICTCYS407 Gather, analyse and interpret threat data	Nil	40	40	0	20	10	5	2
Elective	ICTSAS524 Develop, implement and evaluate an incident response	Nil	30	20	0	10	5	2.5	1
			<b>1090</b>	<b>1040</b>	<b>0</b>	<b>520</b>	<b>260</b>	<b>130</b>	<b>52</b>
						<b>No Mandatory Placement</b>			<b>0</b>
<b>Assessment Time included in the classroom hours</b>					<b>300</b>	<b>Total Term Break in weeks</b>			<b>13</b>
<b>Total VOL hours (Classroom Hours+Placement Hours+SDH hours)</b>					<b>1560</b>	<b>Total Course Duration</b>			<b>65</b>

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Training and Assessment Schedule

Subject/Unit of competency	Learning activities	Assessment activities	Resources required	Approximate hours per week	No. of weeks
<i>List the subject or units of competency.</i>	<i>List learning activities to be undertaken for this subject/unit, e.g. self-paced reading, webinars, classroom-based activities, etc.</i>	<i>List assessment activities to be undertaken for this subject/unit, e.g. knowledge questioning, observation, portfolio, etc.</i>	<i>List learning resources and references, and assessment tools to be used, e.g. Learner Guide 1 and Workbook 1</i>	<i>Provide approximate hours per week required to complete this subject or unit</i>	<i>Provide an approximate no. of weeks required to complete this subject or unit</i>
ICTICT517 Match ICT needs with the strategic direction of the organisation	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, A workplace, or a simulated workplace environment that will allow you access to: Current strategic, plan of your organisation, Information on the following: Industry environment relevant to your organisation, Overall Organisational objectives, ICT systems, products and practices in your organisation, including operating systems, hardware, and security, Information on investment costs for proposed changes, Organisational policies and procedures for document formatting and structure, Information on standards when implementing ICT changes, Workplace templates, including or similar to the following: Strategic Gap Analysis Report, Change Assessment Report, Action Plan, Opportunity to: Report proposed changes to ICT to your superior, Report evaluation of proposed changes to ICT to your superior, People, including: Your superior who will provide feedback and approval for documents created in all Workplace Assessment Tasks, All relevant personnel who will be implementing the proposed changes to give information on their priorities in Workplace Assessment Task 2	20 hours in class and 10 hours of self-directed learning each week	<b>2 weeks</b>
ICTICT532 Apply IP, ethics and privacy in ICT environments	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, To complete the Knowledge Assessment Questions, you will require access to: Plain English versions of the following: ACS Code of Professional Ethics, ACM Code of Ethics and Professional Conduct, Copyright Act	20 hours in class and 10 hours of self-directed learning each week	<b>2 Weeks</b>

			<p>1968, Designs Act 2003, Privacy Act 1988, To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to: Industry standard organisational policies, legislation and standards documentation for the Information, Communication and Technology (ICT) industry, such as: IP and copyright legislation, Privacy legislation, Industry-accepted privacy policy and procedures, Industry-accepted code of ethics, Workplace documentation, including: Organisational policies and procedures relevant to IP and copyright, Organisational privacy policy, Organisational code of ethics, Organisational work practices documents, e.g., Procedures Manual, Standard Operating Procedures (SOP) Manual, etc., Organisational communication processes and procedures, Organisational style guide, Organisational work practices documents, Records, documentation and feedback of workplace adherence to code of ethics, organisation's policies and procedures for testing integrity, confidentiality, security and availability of information, Organisational requirements for implementing new work policies and procedures and code of ethics, Existing policies and procedures for reviews and grievance, Workplace templates, including or similar to the following: IP and Copyright Alignment Report, Privacy and Ethics Compliance Assessment Report, Security Assessment Report, Review and Grievance Procedures, o At least two relevant stakeholders for you to submit documents to and obtain feedback from: Relevant stakeholders must be individuals in your organisation who must adhere to the updated IP and copyright policy and procedures. Opportunity to: Implement the updated privacy police and procedures and code of ethics, Test your organisation's information for the following: Integrity, Confidentiality, Security, Availability, Meet with at least two stakeholders to seek and respond to feedback on the Review and Grievance Procedures you completed, Hardware and software applicable to applying legislative and organisational policies.</p>		
ICTSAS527 Manage client problems	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, To complete the Knowledge Assessment Questions, you will require access to: A workplace, or a simulated workplace environment that will allow you access to: Workplace documentation, including: Products and	20 hours in class and 10 hours of self-directed learning each week	<b>1 week</b>

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			<p>services, Communication policy, IT support guide, IT department organisational structure, Service level agreements, To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to:</p> <ul style="list-style-type: none"> <li>o Workplace documentation, including: IT service support general policies and procedures, IT escalation procedures, IT documentation process and style guides, Service level agreements (SLAs), Workplace templates, including or similar to the following: Service Support Ticket, Meeting Minutes, SWOT Analysis, Service Action Plan, People, including: At least one required workplace personnel as client contact who you need to consult and verify information and service support provided for Workplace Assessment Task 1 and 2, This refers to the person that the candidate will communicate directly regarding the problem and the provided support and service. At least two required personnel whom you need to acquire feedback about your service support provided for Workplace Assessment Task 3, Required personnel refers to individuals involved in the processes of providing support for client problems. Opportunity to do the following for at least two ICT problems: Confirm relevant information and requirements on the service support to be provided, Consult with at least one required personnel as client contact all throughout the service support, Obtain feedback from the following on service support provided, at least one client, at least two required personnel, Determine action items to improve on service support provided</li> </ul>		
BSBCRT512 Originate and develop concepts	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	<p>Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, A workplace, or a simulated workplace environment that will allow you access to: Relevant information, including: Information researched on factors that affect viability of the possible solutions for Workplace Assessment Task 1. Printed and online articles and blogs, case studies, competitor reports, analyst research, etc. used to research information on possible solutions to each identified issue for Workplace Assessment Task 1. Documents/sources of information to be accessed containing information on at least four best practice examples that address the selected issue for Workplace Assessment Task 2, which include at least one of each for the following: Products, Programs, Processes, Services, Workplace</p>	20 hours in class and 10 hours of self-directed learning each week	<b>2 weeks</b>

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			documentation, including: Documents with information on business issues such as competitor analysis, customer feedback, incident or injury data, quality control and defects data, financial data, sales data etc., Organisational policy documents used to discuss the restrictions to possible solutions, Documents with organisational requirements for documenting feedback, Documents on organisational requirements to perform tasks necessary for implementing a solution in Workplace Assessment Task 4, such as: Organisational policies and procedures, Templates and formats, Resource utilization, workplace templates, including or similar to the following: Stakeholder feedback in Workplace Assessment Task 3, Finalised solution report in Workplace Assessment Task 4, People, including at least two relevant personnel whom you need to consult with through the development and refinement of a solution to address a workplace issue, who will be involved in Workplace Assessment Tasks 1, 2 and 3. Relevant personnel include individuals in the organisation and external consultants, who are knowledgeable or have relevant experience about the organisation's business and can provide guidance and ideas for resolving business issues. Opportunity to: Consult with relevant personnel in Workplace Assessment Task 1. Brainstorm with relevant personnel in Workplace Assessment Task 2. Present to stakeholders in Workplace Assessment Task 3. Relevant personnel refer to the same individuals across Workplace Assessment Tasks 1, 2 and 3.		
BSBXCS402 Promote workplace cyber security awareness and best practices	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, A workplace, or a simulated workplace environment that will allow you access to: Australian government sources of information on current threats, Documents and/or sources with information on the following: Industry standards related to cyber security, Latest cyber security trends, Legislative requirements related to cyber security, Current level of awareness about cyber security, Organisation-wide best practices related to cyber security, Organisational policies and procedures for reviewing cyber security practices, Organisational policies and procedures for communicating with relevant personnel. Workplace templates, including or similar to the following: Cyber	20 hours in class and 10 hours of self-directed learning each week	<b>2 weeks</b>

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			security awareness program, Cyber security policies and procedures, Training records, Cyber security review report', People, including: · At least two relevant personnel to communicate the developed policies and procedures to in Workplace Assessment Task 2. These would include internal or external stakeholders whose work is impacted by the cyber security policies and procedures. At least two colleagues to provide cyber security training to in Workplace Assessment Task 3. Colleagues refers to employees working in the identified work area who are associated with the identified cyber security matters. At least two required personnel to communicate training records to in Workplace Assessment Task 4. Relevant personnel refers to the colleagues who underwent the training in Workplace Assessment Task 3. At least one relevant personnel to communicate the cyber security review report to in Workplace Assessment Task 6. Relevant personnel must be a senior management employee with authority to approve implementation of cyber security improvements. Opportunity to communicate cyber security review and improvement requirements to at least one relevant personnel.		
BSBXTW401 Lead and facilitate a team	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, A workplace that will allow you access to: Workplace documentation, including Legislation relevant to team task, Legislation accessed must be applicable to the state/territory you are located in. This can include the following: Fair Work Act 2009, Anti-Discrimination Act 1991, Regulations relevant to team task, This can include the following: Fair Work Regulations 2009, Industrial Relations Regulation 2018, Policies and procedures relevant to the following: Team task, Providing feedback, Supporting individuals in the workplace, Codes of ethics relevant to team task, People, including: At least two team members, At least two persons outside their team, At least one person in a different team from a different department for external cross-collaboration, At least one person in a different team from the same department for internal cross-collaboration, At least one supervisor, Opportunities to Work on a team task, Facilitate cross-collaboration opportunities in the workplace, External collaboration opportunity, Internal collaboration opportunity, One-on-one collaboration opportunity, Additional resources needed to: Facilitate each cross-collaboration opportunity, Implement learning and development	20 hours in class and 10 hours of self-directed learning each week	<b>3 weeks</b>

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			opportunities identified in Task 3.3, Learning and development opportunities will depend on the specific opportunities identified in Task 3.3, To complete the Case Study project, you will require access to: Organisation policies and procedures relevant to: Supporting individuals in the workplace, Managing conflict, Addressing workplace challenges identified in Task 4.3, At least two volunteers to participate in role play activities as your team members, Video camera or a mobile phone with video recording capabilities, A safe environment to conduct the role play activity		
ICTICT519 Develop detailed component specifications from project specifications	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner guide, PowerPoint presentation, Student Unit Tool (UST) , Access to other learning materials such as textbooks, The resources required for these assessment tasks also include: Access to a computer, the Internet and word-processing system such as MS Word, An operational business environment to implement the learning plan, Computer technology and documentation as required, Codes of practice and standards issued by government regulators or industry groups, Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.	20 hours in class and 10 hours of self-directed learning each week	<b>2 weeks</b>
ICTNPL413 Evaluate networking regulations and legislation for the telecommunications industry	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, Digital technologies and systems used in the candidate's organization. To complete the Knowledge Assessment Questions, you will require access to: Plain English legislative information on the following: Australian Competition and Consumer Commission (ACCC) Policies and Procedures, Telecommunications (Consumer Protection and Service Standards) Act 1999, Competition and Consumer Act 2010, To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to: Relevant information on the following: Current economic conditions that affect the network industry, Political influences that affect the network industry, Databases containing information on the following: Legislation relevant to the network industry, Australian Competition and Consumer Commission (ACCC) enforcement of legislation and regulations relevant to competition between network	20 hours in class and 10 hours of self-directed learning each week	<b>3 weeks</b>

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			<p>service providers, Workplace documentation, including: Organisational documents containing planning processes and procedures, Organisational documents containing information on network accessibility across Australia, Workplace templates, including or similar to the following: · Regulatory Impact Assessment Report, Industry Landscape Analysis Report, Rights of Carriers and Service Providers Report, Competition Provisions Evaluation Report, USO Compliance and Network Availability Evaluation Report, At least two relevant personnel for the candidate to submit documents to using the organisation's digital systems, Relevant personnel refer to your supervisor or colleague with similar role in your organization. Legislation/regulations/codes of practice/standards relevant to the following: Legislation that govern carriers and service providers in Australia, Legislation relevant to installing network facilities in Australia, Legislation enforced by the Australian Competition and Consumer Commission (ACCC) that contain provisions relevant to competition between service providers, Universal Service Obligation (USO), Digital technologies and systems for submitting documents in the candidate's organization, Opportunity to: Research on legislation governing carriers and service providers and assess influences on networking regulations and legislation, Develop reports on the following: The rights of carriers and service providers in installing facilities, How the ACCC enforces competition provisions, The accessibility of networking services to individuals and organisations in Australia based on the USO.</p>		
ICTNWK423 Manage network and data integrity	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner guide, PowerPoint presentation, Student Unit Tool (UST) , Access to other learning materials such as textbooks, Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to: a site or prototype where network and data integrity strategies may be implemented and managed, use of network support tools currently used in industry organisational security policies, manufacturer recommendations and network and data integrity protection standards.	20 hours in class and 10 hours of self-directed learning each week	<b>2 weeks</b>
ICTNWK541 Configure, verify and troubleshoot WAN links	Classroom Based learning, Self-Directed Learning, Simulated	Knowledge Assessment, Practical Assessment, Workplace Assessment,	Learner guide, PowerPoint presentation, Student Unit Tool (UST) , Access to other learning materials such as textbooks, The resources required for these assessment	20 hours in class and 10 hours of self-directed learning	<b>4 weeks</b>

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and IP services	Activities	Observation in simulated workplace environment	tasks also include: Access to a computer, the Internet and word-processing system such as MS Word, An operational business environment to implement the learning plan, Computer technology and documentation as required, Codes of practice and standards issued by government regulators or industry groups, Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.	each week	
ICTPMG505 Manage ICT projects	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner guide, PowerPoint presentation, Student Unit Tool (UST) , Access to other learning materials such as textbooks, The resources required for these assessment tasks also include: Access to a computer, the Internet and word-processing system such as MS Word, Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to: office equipment, materials and industry software packages, project outline and objectives brief, equipment specifications.	20 hours in class and 10 hours of self-directed learning each week	<b>3 weeks</b>
ICTTEN519 Design network building projects	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner guide, PowerPoint presentation, Student Unit Tool (UST) , Access to other learning materials such as textbooks, The resources required for these assessment tasks also include: Access to a computer, the Internet and word-processing system such as MS Word, An operational business environment to implement the learning plan, Computer technology and documentation as required, Codes of practice and standards issued by government regulators or industry groups, Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.	20 hours in class and 10 hours of self-directed learning each week	<b>4 weeks</b>
ICTNWK529 Install and manage complex ICT networks	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, Tools and software required to install network services and VOPI and videoconferencing services. To complete the Practical Assessment tasks, you will require access to: A workplace, or in an environment with conditions that are safe and replicate the workplace: Documents,	20 hours in class and 10 hours of self-directed learning each week	<b>4 weeks</b>

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			including Organisational network design, Organisational requirements for ICT network planning, Current vendor technical specifications for network components, Industry cabling standards, Industry standards for installing ICT network components. Industry standards and practices related to common voice and videoconferencing codecs, Industry and organisational standards related to network management tools, Organisational Standards related to completing network functionality tests, Workplace templates, including or similar to the following: ICT Network Plan in Workplace Assessment Task 1, Network Security Strategy in Workplace Assessment Task 2, Network Security Strategy Monitoring Report in Workplace Assessment Task 3, ICT Network Installation Log in Workplace Assessment Task 4, Network Management Tool Evaluation in Workplace Assessment Task 7, Network Performance Data in Workplace Assessment Task 8, Network Functionality Test in Workplace Assessment Task 9, People, including At least one relevant personnel to discuss internal and external requirements for ICT security in Workplace Assessment Task 2, Opportunity to Meet with at least one relevant personnel to discuss internal and external requirements for ICT security in Workplace Assessment Task 2, Implement and monitor the Network Security Strategy developed in Workplace Assessment Task 3, Install and configure the organisation's ICT network in Workplace Assessment Task 4, Integrate and optimise usage of different network services for the ICT network in Workplace Assessment Task 5, Install VoIP and videoconferencing services in Workplace Assessment Task 6, Select and install appropriate network management tools for your organisation's network in Workplace Assessment Task 7, Manage and monitor the network tools and applications installed in Workplace Assessment Task 8, Test and record the functionality of the ICT network in Workplace Assessment Task 9.		
ICTNWK536 Plan, implement and test enterprise communication solutions	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, A workplace, or simulated environment where conditions are typical of those in an ICT working environment or ICT workplace: Organisational requirements for the following: Email system , Remote access to email, Content management system, Enterprise collaboration tools, Specialised software for communication solution, Workplace documentation, including: Organisational	20 hours in class and 10 hours of self-directed learning each week	<b>3 weeks</b>

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			requirements for enterprise communication solutions, Organisational policy and procedure in responding to compatibility problems, Workplace templates, including or similar to the following: Research Log, Implementation Plan, Performance Log, People, including: At least two stakeholders to create an implementation plan on the acquired enterprise communication solution for Workplace Assessment Task 1.		
ICTNWK540 Design, build and test network servers	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to Network servers, Organisational requirements on network server, Workplace documentation, including Statement of work, Network server security policy and procedure, Network server testing policy and procedures, Backup and recovery policy and procedure, Update and patching policy and procedure, Style guide, Risk assessment procedure, Installation guidelines, Worksite cleanup and restoration policies, Workplace templates, including or similar to the following: Network Server Plan and Design, Network Server Prototype Test Documentation, Network Server Test Plan, Network Server Installation Preparation Report, Network Server Installation Report, Network Server Test Outcomes Report, Network Server Status Report, People, including: At least one who will be involved in the following Sign off the Network Server Plan and Design in Workplace Assessment Task 1, Sign off the Network Server Test Plan in Workplace Assessment Task 1, Communicate about the identified disruptions in Workplace Assessment Task 2, Be informed about the server status in Workplace Assessment Task 5, Work Health and Safety (WHS) standards, Opportunity to: Plan and design for at least one network server with complex user and network service requirements, Prepare for the network server planned in Workplace Assessment Task 1 for installation, Install and configure at least one network server according to network design specifications, Test and reconfigure the installed network server, Document network status, Cleanup and restore the worksite used for installation.	20 hours in class and 10 hours of self-directed learning each week	<b>3 weeks</b>

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ICTNWK546 Manage network security	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to: Workplace templates, including or similar to Workplace Network Security Design, Workplace documentation, such as organisation's network security standards. At least one required personnel whom you need to meet with to provide feedback on the Workplace Network Security Design. Opportunity to: Define the workplace's network security design process and specifications in Workplace Assessment Task 1. Determine the workplace network security threats based on your workplace security design specifications from Workplace Assessment Task 1. Analyse security risks from network threats identified in Workplace Assessment Task 2. Design network security policies and procedures based on the information in the Risk Management Plan previously identified in Workplace Assessment Task 3. Meet with the required personnel to seek feedback about the completed Workplace Network Security Design from Workplace Assessment Task 4.	20 hours in class and 10 hours of self-directed learning each week	<b>4 weeks</b>
ICTNWK557 Configure and manage advanced virtual computing environments	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, A site or prototype, where virtual machine environments may be implemented, Network technical requirements for Virtual Environments, A range of suitable software for Virtual Environments, To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to Relevant information on the following: Virtual networks, Virtual storage infrastructure, Workplace virtual networking guidelines, Task brief with information on the organisation's requirements for the virtual network, Workplace templates, including or similar to the following: Virtual Network Plan and Design, Virtual Storage Infrastructure Plan and Desing, Feedback Implementation Sheet, People, including At least one senior colleague or supervisor who will review and provide feedback on your completed plans particularly on the administrative strategies, At least one HR Staff who you will discuss with about the planned virtual network, Legislation/regulations/codes of	20 hours in class and 10 hours of self-directed learning each week	<b>3 weeks</b>

			practice/standards relevant to Virtual Environments, Opportunity to: Plan and design a virtual network according to organisational requirements, Plan and design a virtual storage infrastructure according to organisational requirements, Seek and implement feedback from a senior colleague or supervisor, Configure virtual environment based on the plans you completed, Secure virtual environment based on the plans you completed,		
ICTNWK559 Install an enterprise virtual computing environment	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, A site or prototype, where virtualisation host software may be installed, Virtualisation host software requirements, Installation files of the virtualisation host software, A range of software and hardware components needed for the successful installation of the virtualisation host software. To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to Relevant information on the following: Licensing requirements for the virtualisation host software, virtualisation host software requirements, Installation of virtualisation host software, Workplace documentation, including: Documents relevant to the organisation's current virtual computing environment, Documents that contain information about the organisation's existing systems, References or sources containing information on the system requirements of the virtualisation host software, Workplace templates, including or similar to the following: Software Installation Plan, Virtualisation Host Software Recommendation Report, System Requirements Recommendation Report, Installation Report, People, including: At least one relevant who will be involved in the following: Analysing and evaluating virtualisation host software in Workplace Assessment Task 2, Evaluating systems requirements in Workplace Assessment Task 3, At least one required personnel to who will be involved in the following: Receipt of the completed Virtual Host Software Recommendation Report in Workplace Assessment Task 2, Receipt of the completed System Requirements Recommendation Report in Workplace Assessment Task 3, Receipt of completed Installation Report in Workplace Assessment Task 4, At least three virtualisation software vendors whom the candidate can inquire about the technical specifications, licensing requirements and system	20 hours in class and 10 hours of self-directed learning each week	<b>3 weeks</b>

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			requirements of the virtualisation host software, Legislation/regulations/codes of practice/standards relevant to... including: Legislation and regulations relevant to the use of virtualisation technology, Opportunity to: Consult with relevant personnel to determine and recommend the virtualisation host software that is most suitable to the needs of your organisation in Workplace Assessment Task 2, Evaluate and compare the system requirements of the virtualisation software and make recommendations about the system requirements in Workplace Assessment Task 3, Install and test the virtualisation host software chosen for your organisation's needs in Workplace Assessment Task 4		
ICTCYS407 Gather, analyse and interpret threat data	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, To complete the Knowledge Assessment Questions, you will require access to: Plain English version of the following documentation: Privacy Act 1988, Spam Act 2003, Criminal Code Act 1995, Notifiable Data Breach (NDC) Scheme, My Health Records Act 2012, Electronic Transactions Act 1999. To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to Organisational policies and procedures relevant to: Documenting established requirements, Establishing security equipment and data sources, Data collection process, Dataset creation, Documenting threat data findings and recommendations, Processes in obtaining and analysing results, Distributing documentation, Storing threat data documentation, Workplace templates, including or similar to the following: Threat Data Assessment Review for Workplace Assessment Task 1, Security Incident Dataset for Workplace Assessment Task 2, Threat Data Analysis Report for Workplace Assessment Task 3, Threat Data Interpretation Report for Workplace Assessment Task 5, At least one required personnel to whom the candidate will: Communicate the following information with: Data log requirements and strategy to process threat data, Results of the threat data analysis, Lessons learnt, action steps, mitigation strategies and recommendations, Distribute documentation on gathering, analysing and interpreting threat data to... Opportunity to: Prepare for gathering, analysing and interpreting threat data within your organisation for Workplace Assessment Task 1, Gather and log threat data from your organisation for Workplace	20 hours in class and 10 hours of self-directed learning each week	<b>2 weeks</b>

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			Assessment Task 2, Analyse the threat-related data gathered within your organisation for Workplace Assessment Task 3, Interpret and finalise the threat data you collected and analysed with the required personnel for Workplace Assessment Task 4, Document, distribute and store the threat data gathered, analysed and interpreted for Workplace Assessment Task 5		
ICTSAS524 Develop, implement and evaluate an incident response	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to: ICT business specifications and organisational deliverables, information on the security environment, including required laws and legislation, existing organisational security policies, organisational expertise and knowledge, security environment threats, risk analysis tools and methodologies, ICT security assurance specifications, industry standard incident scenarios.	20 hours in class and 10 hours of self-directed learning each week	<b>1 week</b>

<p>Training facilities</p>	<p>SATHE operates from a physical work environment in Fortitude Valley, Brisbane as well as using workplace facilities at Work Placement providers.</p> <p>The layout floor plan allows for 30 students to be on campus 6 days per week from 8:00 AM to 9:00PM Mon to Fri and 9:00 AM to 5:00PM SAT It provides a simulated work environment for this qualification to enable learners to practice their skills.</p> <p>Students have access to the SATHE's Learning Management System (LMS) through the internet, and they can access the Student Support Services Coordinator who is on site every day. The LMS contains all learning resources for delivery and assessment.</p> <p>Each learner participates in an Orientation Program that provides details of all relevant policies and procedures associated with their study and responds to any questions they may have regarding their participation in the course.</p>
<p>Resources required for training delivery</p>	<p>All resources for Training and Assessment are contained in the LMS. These resources include Learner Guides and equipment in the simulated work environment and Formative assessments.</p>
<p>Resources required for assessment</p>	<p>The LMS includes all summative assessment tools. Assessment takes place in the closely simulated work environment and during work placement in the workplace.</p> <p>Assessment resources for simulated assessment are available in the LMS.</p>
<p>Monitoring and evaluation</p>	<p>Student performance is monitored as described in the Course Progression Policy and Procedure, Student Attendance Policy and, where necessary, Intervention Plans are implemented along with access to any support the learner may need to successfully continue and complete their studies.</p> <p>The outcome of the Intervention Plans are also monitored and evaluated to determine if the support provided is effective or if the Intervention Plan needs to be adjusted.</p> <p>Feedback from student is gathered ad hoc during all delivery sessions, throughout the course using Evaluation forms and at the end of the course through the completion of the Quality Indicator feedback form.</p> <p>Feedback from Trainers and Assessors is also recorded in regular staff meetings and in written format at the end of the course.</p> <p>Administration staff also provide feedback at the regular staff meeting, and ad hoc as required.</p> <p>Feedback through Industry engagement is obtained annually to coincide with the review of this Training and Assessment Strategy</p>
<p>Continuous improvement</p>	<p>The Self-assurance and Continuous Improvement procedure identifies the processes for obtaining feedback from learners, staff and administrators, and industry and for improving all SATHE processes and practices.</p> <p>Improvement Sources include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Outcomes from Systematic Validation of assessment.</li> <li>• Financial Risk Assessment.</li> <li>• Incidents including Critical Incidents.</li> <li>• Complaints and Appeals.</li> <li>• Results of audits.</li> <li>• Quality and performance Indicator data.</li> <li>• Learner, trainer and assessor, administration, and industry engagement feedback.</li> </ul>

Relevant policies and procedures	SATHE has developed a range of controls that are recorded in policies and procedures for efficiently and effectively managing their Quality Management System (QMS). These controls are reviewed at least annually using the Audit Procedure and opportunities for improving the documents are identified in the audit report for input into the continuous improvement system for actions to be taken.
Record management	<p>All records of training and assessment are included in the LMS and the Student Management System. These systems are automatically backed-up to SATHE's Cloud system which also contains de-centralized backups to prevent disruption to services and loss of data.</p> <p>All records, including the LMS and the SMS, collected through the Quality Management System (QMS) are backed-up through the SATHE Cloud back-up service as detailed in the Records Register that indicates the following controls:</p> <ul style="list-style-type: none"> <li>• Record Title</li> <li>• Filing method</li> <li>• Record Location</li> <li>• Indexing – Alphabetic (A), Numerical (N), Chronological (C)</li> <li>• Responsibility for Filing and Retrieval</li> <li>• Retention Period</li> <li>• Disposal Method.</li> </ul> <p>Records Management Controls are described in the Records Management Procedure.</p>

### RTO Endorsement

Update this section in accordance with the RTO's Training and Assessment Strategy endorsement policies and procedures.

	Name	Signature	Date
RTO Manager			
Chief Executive Officer			

### Revision History

Version No. / Date	Description	Approved By
V1.0 / Feb 2024	First issue	CEO