



ICT60220 Advanced Diploma of Information Technology (Release 2) – CRICOS Students

Training Product Information

Training package	ICT Information and Communications Technology 8.1		
Qualification code and title	ICT60220 Advanced Diploma of Information Technology		
Qualification release # and date	Release 3, 03 Feb 2022		
Packaging rules	<p>Total number of units = 16</p> <ul style="list-style-type: none"> <li>▪ 6 core units</li> <li>▪ 10 elective units, of which:</li> </ul> <p>at least 7 units must be selected from the elective units listed below</p> <ul style="list-style-type: none"> <li>• up to 3 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 5 or 6 qualification.</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>
	BSBCRT611	Apply critical thinking for complex problem solving	Nil
	BSBTWK502	Manage team effectiveness	Nil
	BSBXCS402	Promote workplace cyber security awareness and best practices	Nil
	ICTICT608	Interact with clients on a business level	Nil
	ICTICT618	Manage IP, ethics and privacy in ICT environments	Nil
	ICTSAD609	Plan and monitor business analysis activities in an ICT environment	Nil
	<b>Elective Units - 10</b>		
	<b>Unit code</b>	<b>Unit name</b>	<b>Pre-requisite</b>
	ICTNPL413	Evaluate networking regulations and legislation for the telecommunications industry	Nil
	ICTNWK612	Plan and manage troubleshooting advanced integrated IP networks	Nil
	ICTPMG613	Manage ICT project planning	Nil
	ICTTEN615	Manage network traffic	Nil
ICTTEN622	Produce ICT network architecture designs	Nil	
ICTCYS604	Implement best practices for identity management	Nil	
ICTCYS606	Evaluate an organisation’s compliance with cyber security standards and law	Nil	

	ICTCYS608	Perform cyber security risk assessments	Nil
	ICTCYS612	Design and implement virtualised cyber security infrastructure for organisations	Nil
	ICTNWK546	Manage network security	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. 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	Studies of Technology and Healthcare Education Pty Ltd
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(RTO)	
RTO number	To be advised
CRICOS registration	To be advised

### Learning Outcomes and Target Audience

Target audience/learners	This qualification targets learners who wish to obtain ICT60220 Advanced Diploma of Information Technology, to enter the Information Technology industry with no prior skills, or those who wish to formalize existing skills.
Learning support	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.
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 ICT60220 Advanced 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>

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- *Business development manager*
- *ICT infrastructure solutions manager*
- *Knowledge manager*
- *Enterprise systems administrator*
- *ICT administrator/coordinator*
- *ICT operations administrator/coordinator*
- *Network administrator/coordinator*
- *Network e-business administrator/coordinator*
- *Network engineer*
- *Knowledge management analyst*
- *Software manager*
- *Network operations analyst*
- *Network security administrator/coordinator*
- *Network services administrator/coordinator*
- *Network support administrator/coordinator*
- *Systems developer*

Graduating learners may decide to enroll in other higher level IT courses.

### **Entry and exit into the training product**

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.

They then compete the initial skills assessment and the LLN Assessment.

If successful, their enrolment is confirmed in writing

They will then make the relevant payment and attend an Orientation session.

Once the course is successfully completed, or specific units of competency achieved the learner receives the relevant AQF documentation.

### **Accreditation outcomes**

There are no specific accreditation outcomes such as licenses for this course.

### **Recognition of prior learning (RPL)**

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.

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).

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.

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.

All Credit Transfer requests will be verified with the issuing authority for authenticity and equivalence to the units being applied for.

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## 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 ICT60220 Advanced 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 IV**</b> 0.5 – 2.0 years 600 – 2400 hours	<input type="checkbox"/> <b>Certificate II</b> 0.5 – 1.0 year 600 – 1200 hours  <input type="checkbox"/> <b>Diploma</b> 1.0 – 2.0 years 1200 – 2400 hours	<input type="checkbox"/> <b>Certificate III*</b> 1.0 – 2.0 years 1200 – 2400 hours  <input checked="" type="checkbox"/> <b>Advanced Diploma</b> 1.5 – 2.0 years 1800 – 2400 hours
Duration amount and of training	<p>Total duration of the course is 104 weeks which includes 24 weeks of term break and 80 weeks of study. The details are as follows:</p> <p>Classroom based learning = 1600 hours @ 20 hours each week for 80 weeks</p> <p>Trainer structured and self-directed learning on-line = 800 hours @10 hours each week for 80 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) = 480 hours</p> <p>Total Volume of Learning = 2400 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 'ICT60220 Advanced 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 'ICT60220 Advanced 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> <p>Learners are provided with information on Reasonable adjustment in the Student Handbook and in the Assessment Instructions for each unit of competency.</p>
Contextualisation	<p>SATHE has ensured the learning materials suit a general cohort of learners as the entry requirements for this qualification are nil.</p> <p>Prior to purchasing the learning resources SATHE reviewed a sample to ensure the general focus of the learning materials reflected the local workplace environments that student would end up working in.</p> <p>Based on their experience in local care agencies SATHE trainers and assessors reviewed and approved the learning materials prior to use.</p> <p>The review and approval was recorded against the following criteria:</p> <ul style="list-style-type: none"> <li>• The expected level and ability of the learners based on SATHE's entry requirements</li> <li>• Access to a workplace and the simulated resources available</li> <li>• How long the learning and assessment materials are planned to take taking into consideration any stipulations in the unit regarding number of attempts or time factors.</li> <li>• The industry jobs the learners are aiming to get.</li> <li>• Any Case Studies reflect actual, or similar experiences that trainers and assessors have been involved in the workplace.</li> <li>• Contingencies that may be required</li> <li>• Processes of collecting evidence, who will collect it and where particularly if the unit stipulates evidence is to be collected from the workplace.</li> <li>• Group activities and how they may need to be adapted once groups are known without compromising assessment validity</li> </ul> <p>The ASQA document at: <a href="https://www.asqa.gov.au/guide-to-assessment-tools-v1.1.pdf">Guide to assessment tools v1.1.pdf (asqa.gov.au)</a> was used to inform the contextualization process.</p>

## Delivery and Implementation

Delivery period	The delivery period for this qualification is 104 weeks with a series breaks throughout the
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	12	ICTCYS604 Implement best practices for identity management
	13	ICTCYS606 Evaluate an organisation's compliance with cyber security standards and law
	14	ICTCYS608 Perform cyber security risk assessments
	15	ICTCYS612 Design and implement virtualised cyber security infrastructure for organisations
	16	ICTNWK546 Manage network security
Assessment methods	Please see the details in the Training and Assessment Schedule.	
Training and assessment personnel qualification requirements	<p>Each Trainer and Assessor has TAE qualifications that enable them to deliver and assess these units of competency in this TAS.</p> <p>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.</p>	
Training and assessment personnel	<p>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.</p> <p>The following Trainers and Assessors deliver this qualification:</p> <ul style="list-style-type: none"> <li>Henry Ehmann</li> </ul> <p>Trainer and Assessor Matrices are filed in each Trainer and Assessors file.</p>	

Hour Calculation									
Core/Elective	Code and Unit Name	Pre-requisite	Nominal Hours	Classroom Hours	Placement	Self Directed Learning	Sessions	Days	Weeks
Core	BSBCRT611 Apply critical thinking for complex problem solving	Nil	60	100	0	50	25	12.5	5
Core	BSBTWK502 Manage team effectiveness	Nil	60	100	0	50	25	12.5	5
Core	BSBXCS402 Promote workplace cyber security awareness and best practices	Nil	40	100	0	50	25	12.5	5
Core	ICTICT608 Interact with clients on a business level	Nil	40	100	0	50	25	12.5	5
Core	ICTICT618 Manage IP, ethics and privacy in ICT environments	Nil	30	100	0	50	25	12.5	5
Core	ICTSAD609 Plan and monitor business analysis activities in an ICT environment	Nil	40	100	0	50	25	12.5	5
Elective	ICTNPL413 Evaluate networking regulations and legislation for the telecommunications industry	Nil	60	100	0	50	25	12.5	5
Elective	ICTNWK612 Plan and manage troubleshooting advanced integrated IP networks	Nil	120	100	0	50	25	12.5	5
Elective	ICTPMG613 Manage ICT project planning	Nil	50	100	0	50	25	12.5	5
Elective	ICTTEN615 Manage network traffic	Nil	90	100	0	50	25	12.5	5
Elective	ICTTEN622 Produce ICT network architecture designs	Nil	60	100	0	50	25	12.5	5
Elective	ICTCYS604 Implement best practices for identity management	Nil	40	100	0	50	25	12.5	5
Elective	ICTCYS606 Evaluate an organisation's compliance with cyber security standards and law	Nil	40	100	0	50	25	12.5	5
Elective	ICTCYS608 Perform cyber security risk assessments	Nil	40	100	0	50	25	12.5	5
Elective	ICTCYS612 Design and implement virtualised cyber security infrastructure for organisations	Nil	40	100	0	50	25	12.5	5
Elective	ICTNWK546 Manage network security	Nil	80	100	0	50	25	12.5	5
			<b>890</b>	<b>1600</b>	<b>0</b>	<b>800</b>	<b>400</b>	<b>200</b>	<b>80</b>
						<b>No Mandatory Placement</b>			<b>0</b>
			<b>Assessment Time included in the classroom hours</b>		<b>240</b>	<b>Total Term Break in weeks</b>			<b>24</b>
			<b>Total VOL hours (Classroom Hours+Placement Hours+SDH hours)</b>		<b>2400</b>	<b>Total Course Duration</b>			<b>104</b>

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>
BSBCRT611 Apply critical thinking for complex problem solving	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 safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work that will allow you access to: Workplace documentation with information on the following: Scope of your work role, This can include: Job description, Roles and responsibilities document, Business plan, Requirements for the development of: Solution proposal briefs, Feedback registers, Requirements for the presentation of: Solution proposal briefs, Feedback registers, Process for the approval of solutions for implementation, Requirements for preparing solution proposal briefs, such as: Style guide, Communication policy and procedures, Continuous improvement policy and procedures, Workplace templates, including or similar to the following: Problem scoping briefs, Feedback registers, Solution proposal briefs, Resources required for each of the following: Undertaking research, Preparing a brief, Developing a feedback register, This can include: Consultations with specialists, Information databases, Project management tools, Organisational policies and procedures with information relevant to the identified complex workplace issue, such as: Work health and safety policies and procedures, Conflict resolution policies and procedures, Business continuity policies and procedures, Components of legislative frameworks applicable to the identified complex workplace issue, Components of legislative frameworks can include legislation, regulations and codes of practice related to the following: Anti-discrimination, Fair work, Work health and safety, Opportunity to: Scope at least one complex workplace issue during consultation with at least two relevant stakeholders in Workplace Project Task 1, Present the problem scoping brief and facilitate an ideation session with at least two relevant stakeholders in Workplace Project Task 3, Present the solution proposal brief and seek feedback from at least two key stakeholders in Workplace Project Task 5, People, including: At least two relevant stakeholders who will be involved in the following:	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>

			<p>Consultation to scope at least one complex workplace issue in Workplace Project Task 1, Presentation of the problem scoping brief and facilitating ideas for resolving the complex workplace issue in Workplace Project Task 3, Relevant stakeholders refer to individuals or groups who have relevant information on and are affected by the workplace problem. At least two key stakeholders who will be involved in the following: Presentation of the solution proposal brief and gathering feedback on presented information in Workplace Project Task 5, Seeking approval for the implementation of the solution to the complex workplace issue in Workplace Project Task 6</p>		
BSBTWK502 Manage team effectiveness	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 simulated environment where the conditions are typical of those in a working environment in this industry that will allow you access to: Workplace documents with information on the following: Business objectives of the candidate's organisation, Tasks that the candidate's team will undertake and their objectives, Organisational protocols to follow during consultations and meetings, Workplace templates, including or similar to the following: Team Performance Plan, Learning Plan, Session Plan, Attendance Sheet, Strategies and Processes Document, Policy and Procedures, Team Activities Action Plan, Feedback Action Plan, Existing policies and procedures for employee accountability in the candidate's organisation, Feedback with information on unresolved issues, concerns and problems from external stakeholders, Organisational policies and procedures relevant to determining action items to address unresolved issues, concerns and problems, People, including: At least two team members who will be involved in the following: Consultation about the task they must undertake in Workplace Assessment Task 1, Informal consultations in Workplace Assessment Task 2, At least two team members who will participate in the formal learning opportunities in Workplace Assessment Task 3, Meet with the candidate to plan for the team activities that the candidate's team will conduct in Workplace Assessment Task 5, Conducting the team activities outlined in the team activities action plan in Workplace Assessment Task 6, Discuss and provide feedback on in Workplace Assessment Task 7, Candidate's supervisor who will be involved in the following: Seeking approval from for the team performance plan in Workplace Assessment Task 1, Communication of unresolved matters in Workplace Assessment Task 7, Follow up in Workplace Assessment Task 8, At least one other relevant internal stakeholder whom the candidate will meet with in Workplace Assessment Task 7, Relevant internal stakeholders refer to individuals in the candidate's organisation who have an interest or interacts with the outcome of team activities. Opportunities to: Consult with at least two team members about the task that the team must undertake, Meet with at least two team members for informal consultation, Facilitate formal learning opportunities identified in Workplace Assessment Task 2, Meet with at least two team members to plan for the team activities that the candidate's team will conduct, Conduct each team activity planned for in Workplace Assessment Task 5, Discuss and provide feedback on the</p>	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>

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			team's performance in conducting team activities, Implement the feedback action plan developed in Workplace assessment Task 8.		
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 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.	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>
ICTICT608 Interact with clients on a business level	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: Client's organisational documents: Code of conduct, Employee handbook or manual, ICT goods and services catalogue or brochures, Current service level agreements (SLAs), Sources of information on client needs and preferred level of service (e.g., feedback records), People, including: The client to do the following: Discuss client information, service needs and preferred level of service, Present and negotiate ICT business proposals. Seek feedback on the ICT services provided, This refers to the entity or individual for whom the ICT services are being provided. Opportunity to: Meet with the client to discuss their research about the client/organisation and their needs, Meet with the client to present and negotiate the ICT business proposals prepared, Meet with the client to seek feedback on the ICT services provided. Workplace template, including: Business Research Report, ICT Business Proposal, Service Agreement,	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>

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			Project Progress Report, Action Plan.		
ICTICT618 Manage 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 legislative information of the following: Copyright Act 1968, Patents Act 1990, Privacy Act 1988, Fair Use Policy, Australian Government Intellectual Property (IP) Manual, Australian Privacy Principles, 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 documents, including: IP and copyright policies, Policies and procedures for communication, Code of ethics, or equivalent workplace document, including confidential reporting of ethical issues, Existing procedures for addressing ethical issues, Work practice documents, e.g., Procedures Manual, Standard Operating Procedures (SOP) Manual, etc. Existing review plans for the following: Privacy, Continued confidentiality of stakeholders' interests, Proprietary rights of stakeholders' interests, Procedures for determining information integrity, confidentiality, security and availability, Procedures for implementing new work procedures, Workplace templates, including or similar to the following: IP and Copyright Compliance Checklist, IP and Copyright Review Plan, Ethics Compliance Checklist, Ethics Review Plan, Review and Grievance Procedures for Ethical Issues, Confidential Reporting Procedure, Summary of Review Plans, Security Assessment Report, New Work Procedures, Implementation Checklist, At least two relevant personnel for the candidate to submit documents to and discuss feedback with Legislations relevant to the following that applies to Information and Communication Technology (ICT) environments: Intellectual property (IP) and copyright, Privacy, Industry-accepted standards for the following as applicable to ICT: Code of ethics, Privacy, Opportunity to: Meet with at least two personnel to seek and respond to feedback on the following documents: IP and Copyright Review Plan, Ethics Review Plan, Review and Grievance Procedures for Ethical Issues, Confidential Reporting Procedures, Summary of Review Plans, Security Assessment Report, Implement new work procedures created, Determine the level of information integrity, confidentiality, security and availability within the organisation.	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>
ICTSAD609 Plan and monitor business analysis activities in an ICT environment	Classroom Based learning, Self-Directed Learning, Simulated Activities	Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace	Learner Guide, Assessment Workbook, Forms and Templates, Computer with Internet, email access, and a working web browser, Installed software: MS Word, Adobe Acrobat Reader, Industry software packages and tools for managing project requirements, Required hardware, tools, equipment and materials to access software packages, File storage, To complete the Knowledge Assessment Questions, you will require access to: Plain English legislative information for 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	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>

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		environment	access to: Relevant information for the following: Stakeholders, Organisational resources for business analysis, including estimated costs, Organisational policies and procedures for the following: Business operations, Business analysis activities, Key performance indicators (KPIs), Workplace templates, including or similar to the following: Business Analysis Plan that contains the following parts: Part 1: Business Analysis Initiative, Part 2: Methodology, Part 3: Stakeholder Regular Review Plan, Part 4: Work and Communication Plan, Stakeholder Analysis Matrix, Requirements Management Process, Performance Measurement Plan, Stakeholder Feedback Report, Report on business analysts' performance, Industry software packages and tools for managing project requirements, Required hardware, tools, equipment and materials to access software packages, Software and hardware for monitoring business analysis performance, People, including: At least two relevant personnel to discuss the business analysis initiative with Relevant personnel refers to individuals in the organisation who will be involved with the business analysis. At least three initial stakeholders to be involved in the business analysis activities, including business analysts, At least one of these stakeholders must be business analysts. At least four new stakeholders who will be involved in the business analysis activities as the business needs evolve, Legislation and industry standards relevant to conducting business analysis in Information, Communication and Technology (ICT) environments, Opportunity to: Meet with at least two relevant personnel to discuss the business analysis initiative, Meet with at least three stakeholders to discuss the business analysis initiative, Meet with at least three stakeholders to discuss business analysis activities, These must be the same stakeholders the candidate identified in Workplace Assessment Task 2. Monitor at least two business analysts' performance against identified KPIs during the business analysis activities. Identify at least two problems encountered during the execution of the business analysis activities, Conduct at least two regular reviews with existing stakeholders, Meet with relevant stakeholders and business analysts to discuss the business analysis performance.		
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 organisation. 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	20 hours in class and 10 hours of self-directed learning each week	<b>5 Weeks</b>

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			competition between network 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 organisation. 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 organisation. 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.		
ICTNWK612 Plan and manage troubleshooting advanced integrated IP 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, a site where complex network installation may be conducted, hardware and software, organisational guidelines, computers, local area network (LAN) and wide area network (WAN) systems, including voice and video hardware and software.	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>
ICTPMG613 Manage ICT project planning	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, Software packages related to: creating schedules, budgets and managing and monitoring projects. 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 project management methodologies. Workplace documentation, including: Requirements for the following ICT Projects: Identified problem for organisation, Identified opportunity for organisation, Organisational policies and procedures for: Submitting project management plans, Project management approaches, Creating project schedules, Job description of staff who must participate in the project, Industry standards for project management approaches, Workplace templates,	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>

			including or similar to the following: Project Management Plan for Workplace Assessment Task 1, Management Sub-Plans for Workplace Assessment Task 2, Final Project Budget for Workplace Assessment Task 6, Legislation related to customer data privacy, specifically: Privacy Act 1998 (Cth), o The following simulated documents for Case Study Assessment Task 1: Marketing System Upgrade Project Charter, Marketing System Upgrade Project Management Plan, Opportunity to: Develop project management plans for Workplace Assessment Task 1, · Develop management sub-plans for Workplace Assessment Task 2, Determine project methodologies for Workplace Assessment Task 3, Develop project schedules for Workplace Assessment Task 4, Develop work packages for Workplace Assessment Task 5, Finalise project budgets for Workplace Assessment Task 6.		
ICTTEN615 Manage network traffic	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: At least two network systems to manage: Network monitoring tools, Network management system, Equipment and systems manuals, specifications and enterprise policy, Legislation and regulatory compliance documents, Organisational documents: Project brief, Security policies and procedures for evaluating network performance, Customer policy about customer interaction and support, Service level agreements (SLAs), Work health and safety (WHS) documentation, Sources of customer complaints, Organisational style guide, Organisational requirements in implementing contingency plans, Network management tools for accessing planned and unplanned outages, Historical data on network traffic, Requirements on traffic volume, Workplace templates, including or similar to the following: Network Performance Evaluation Report, Network Traffic Management Plan, Software Change Implementation Report, Network Change Implementation Report, Network Performance Report, Network Traffic Recommendation Report, People, including: At least one relevant personnel where the candidate provides report of the network change implementation report in Workplace Assessment Task 3. At least one relevant personnel where the candidate provides report of the network traffic recommendations report in Workplace Assessment Task 4. Relevant personnel refer to individuals directly involved in network management within the organisation. e.g., network architects, At least two network planners the candidate make recommendations to on addressing identified potential traffic problems in Workplace Assessment Task 5.	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>

<p>ICTTEN622 Produce ICT network architecture designs</p>	<p>Classroom Based learning, Self-Directed Learning, Simulated Activities</p>	<p>Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment</p>	<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, To complete the Practical Assessment tasks, you will require access to: A workplace, or a simulated workplace environment that will allow you access to: State/territory legislation, codes, regulations and industry standards, Industry standards containing prescribed performance metrics for workplace network designs, Workplace documentation, including: ICT Network Architecture Security Policy, Organisational Work Health and Safety Policies and Procedures, Organisational Style Guide, Organisational policies and procedures for identifying training and support for workplace network, ICT Networking Inventory Sheet containing information on the network hardware and software present in the workplace, Manufacturer instructions for the hardware, software and network required in the ICT Network Architecture Design, Workplace templates, including or similar to the following: ICT Network Design Requirements Sheet, Site Inspection Report, ICT Network Architecture Design, ICT Network Design Evaluation Sheet, People, including: 1, At least one relevant personnel, Relevant personnel can include a more senior supervisor, client or the client's business representative, At least two key stakeholders, Key stakeholders can include the project team or the end user.</p>	<p>20 hours in class and 10 hours of self-directed learning each week</p>	<p><b>5 weeks</b></p>
<p>ICTCYS604 Implement best practices for identity management</p>	<p>Classroom Based learning, Self-Directed Learning, Simulated Activities</p>	<p>Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment</p>	<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, Installed software: Word, Adobe Acrobat Reader, Hardware, software and digital devices required to undertake identity management tasks, Software that identifies data categorise and access privilege, 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 documentation, including: Organisation's identity management policies and procedures , Organisational policies and procedures for lodging documentation, Organisational style guide, Workplace templates, including or similar to the following: Identity Management Audit Report, Identity Management Implementation Plan, Identity Management Implementation Log, Performance Analysis Report, Risk Analysis, People, including: At least one supervisor, manager, compliance officer or risk management team whom you need to consult with throughout the preparation and finalisation of the cyber security risk assessment, They are required personnel within the organisation who play a role in or are affected by identity management. Legislation/ industry standards relevant to identity management.</p>	<p>20 hours in class and 10 hours of self-directed learning each week</p>	<p><b>5 weeks</b></p>

<p>ICTCYS606 Evaluate an organisation's compliance with cyber security standards and law</p>	<p>Classroom Based learning, Self-Directed Learning, Simulated Activities</p>	<p>Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment</p>	<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, To complete the Knowledge Assessment Questions, you will require access to: Legislation/regulations/codes of practice/standards relevant to cyber security, including: ISO/IEC 27002, Australian Cybersecurity Centre (ACSC) Essential Eight, Australian Notifiable Data Breaches Scheme, Cybercrime Act 2001, 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: Workplace documentation, including: Documentation that contains: Cyber security compliance strategies, Frameworks used by the organisation for cyber security, e.g. ISO/IEC 27001, Historical information on how the compliance strategies were executed in the workplace, e.g. logs or similar records, Organisational policies and procedures for completing workplace documentation, Organisational policies and procedures for conducting a compliance assessment, Workplace templates, including or similar to the following: Research Log, Cyber Security Compliance Assessment Report, Cyber Security Compliance Requirements Report, Feedback Form. At least one required personnel to review the developed cyber security compliance requirements. Legislation/regulations/codes of practice/standards relevant the organisation's cyber security operations. Opportunity to: Conduct research on the organisation's requirements for compliance, Identify the expected level of performance for each cyber security activity enacted by the organisation, Assess the organisation's compliance to the identified requirements and level of expected performance, Develop the organisation's cyber security compliance requirements in coordination with at least one required personnel.</p>	<p>20 hours in class and 10 hours of self-directed learning each week</p>	<p><b>5 weeks</b></p>
<p>ICTCYS608 Perform cyber security risk assessments</p>	<p>Classroom Based learning, Self-Directed Learning, Simulated Activities</p>	<p>Knowledge Assessment, Practical Assessment, Workplace Assessment, Observation in simulated workplace environment</p>	<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, Generic software needed to conduct a risk assessment. To complete the Knowledge Assessment Questions, you will require access to: Privacy Act 1988, Notifiable Data Breaches (NDC) Scheme, 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 the following: Managing cyber security risks, Documenting cyber security risks, Documenting cyber security risk assessment process and findings, Organisational documentation including the following: Cyber security risk register, Incident reports, Minutes of meetings, Training materials, Workplace templates, including or similar to the following: Cyber security risk assessment plan, Cyber security risk assessment report, Cyber security risk mitigation plan. People, including: At least one supervisor, manager, compliance officer or risk management team whom you need to consult with throughout the preparation and finalisation of the cyber security risk assessment. They are required personnel within the organisation who play a role in or are affected by the cyber security risk assessment. At least two team members who will participate in performing the</p>	<p>20 hours in class and 10 hours of self-directed learning each week</p>	<p><b>5 weeks</b></p>

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			cyber security risk assessment. Legislation relevant to cyber security risk assessments.		
ICTCYS612 Design and implement virtualised cyber security infrastructure for organisations	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 documentation, such as the following: Organisation's business processes document. Organisational cybersecurity requirements for: Designing virtualised infrastructure, Implementing virtualised infrastructures. Adjusting the implemented technologies. Organisational policies and procedures for: Designing cybersecurity infrastructures including Documenting established requirements, risks, and work performed. Establishing maintenance and alert processes. Implementing cybersecurity infrastructure, including testing methods and procedures. Technical specifications for cybersecurity infrastructure. Workplace templates, including the following: Cybersecurity Assessment Report for Workplace Assessment Task 1. Infrastructure Design and Implementation Plan for Workplace Assessment Task 2. Security Infrastructure Testing and Optimisation Report for Workplace Assessment Task 5. At least one required personnel whom you will distribute and seek and respond to feedback on the Infrastructure Design and Implementation Plan. Opportunity to: Determine infrastructure requirements for designing and implementing at least two virtualised cybersecurity infrastructure for Workplace Assessment Task 1. Design at least two virtualised cybersecurity infrastructure based on the cybersecurity needs identified for Workplace Assessment Task 2. Distribute the created Infrastructure Design and Implementation Plan to at least one required personnel and seek and respond to feedback for Workplace Assessment Task 3. Implement the two Revised Virtualised Infrastructure Design and Implementation Plan for Workplace Assessment Task 3. Test each implemented virtualised cyber security infrastructure for Workplace Assessment Task 4.	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>
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	20 hours in class and 10 hours of self-directed learning each week	<b>5 weeks</b>

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		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.		
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Training facilities	<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>
Resources required for training delivery	<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>
Resources required for assessment	<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>
Monitoring and evaluation	<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>
Continuous improvement	<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

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