UNIT DESCRIPTIONS
19012 Diploma Information Technology (Project Management)

Stage 1 (All units must be completed)

ICAU1128 Operate a personal computer 15hrs
Completion of this unit will enable you to operate a personal computer by starting the PC, logging in, using and understanding desktop icons and their links, navigating a directory structure, saving work and closing down the PC.

BSBCMN106 Follow workplace safety procedures 10hrs
On successful completion of this unit you should be able to follow the safety procedures required within your workplace. You will learn about the basic OHS responsibilities of an employee at work and how to report hazards, risks and safety issues through proper channels. More specifically, you should be able to follow workplace safety procedures and contribute to occupational health and safety in the workplace.

*ICAU2006 Operate computing packages 40hrs
Completion of this unit will enable you to identify, select and correctly operate three desktop applications for a range of purposes.

ICAW2001 Work effectively in an IT environment 25hrs
Completion of this unit will enable you to work effectively in an IT environment.

ICAU2005 Operate computer hardware 25hrs
Completion of this unit will enable you to select and operate basic computer hardware.

ICAD2012 Design organisational documents using computing packages 35hrs
Completion of this unit will enable you to produce organisational documents using application software within organisational guidelines, procedures and policies.

ICAU2231 Use computer operating system 20hrs
Completion of this unit will enable you to use a computer operating system.

ICAW2002 Communicate in the workplace 25hrs
Completion of this unit will enable you to provide professional client support through verbal and non-verbal communication.

ICAU2013 Integrate commercial computing packages 25hrs
Completion of this unit will enable you to manipulate data between two or more commercial software applications.

*NOTE: ICAU2006 is comprised of the following three units

ICAU1129 Operate a word processing application
This unit will enable you to correctly operate and use word processing applications and perform basic operations. This will include creating and formatting documents, creating tables, print and mail merge.

ICAU1130 Operate a spreadsheet application
This unit will enable you to correctly operate spreadsheet applications to perform basic operations.

ICAU1131 Operate database application
This unit will enable you to operate database applications to perform basic operations.
**Stage 2 (All units must be completed)**

**ICAA4041 Determine and confirm client business expectations and needs** 30 hrs
This unit defines the competency required to determine client business requirements and verify the accuracy of the information gathered.

**ICAA4233 Determine and apply appropriate development methodologies** 20 hrs
On completion of this unit you will be able to apply traditional and non-traditional systems development methodologies. More specifically, you will be able to:
- Determine and select appropriate methodology for a given activity
- Apply the selected development methodology

**ICAA5151 Gather data to identify business requirements** 30 hrs
On completion of this unit you will be able to analyse and document business requirements. More specifically, you will be able to:
- Identify key information source
- Gather data through formal processes
- Ensure analysis is accurate and complete
- Submit analysis and gain agreement.

**ICAA5158 Translate business needs into technical requirements** 40 hrs
On completion of this unit you will be able to identify the needs of a business or business process and quantify those needs into the technical requirements that will enable the business or process to meet expectations. More specifically, you will be able to:
- Compile business needs
- Determine technical requirements
- Secure sign-off for technical requirements and solutions.

**ICAS5102 Establish and maintain client user liaison** 20 hrs
On completion of this unit you will be able to establish and maintain client user liaison in an IT environment, post implementation. This occurs after the business-critical functions have been determined. More specifically, you will be able to:
- Determine support areas
- Develop support procedures
- Assign support personnel

**Stage 3 (All units must be completed)**

**ICAP5039 Match IT needs with the strategic direction of the enterprise** 20 hrs
On completion of this unit you will be able to ensure IT services meet current and future internal operational enterprise requirements. More specifically, you will be able to:
- Evaluate current business strategy
- Evaluate impact of changes
- Develop action plans.

**ICAS5202 Ensure privacy for users** 30 hrs
On completion of this unit you will be able to ensure that personal information of users is handled in a confidential manner. More specifically, you will be able to:
- Review privacy policy in relation to legislation
- Determine policy shortfalls
- Update and review policies.

**PSPPM501 Design complex projects** 62 hrs
On completion of this unit you will be able to demonstrate the skills and knowledge necessary to design complex projects. This will include project planning and
development, which may be reasonably complex in terms of scope, degree of risk, political, cultural and social factors, consequences of failure and degree of control of the projects. It includes identifying project opportunities, undertaking scoping, analysing the feasibility of projects, preparing a business case, developing project plans and managing the establishment of projects.

**PSPPM501 Manage complex projects**

Completion of this unit will enable you to manage projects that may be reasonably complex in terms of scope, risk and consequence of failure and degree of control of the project.

**Stage 4 (All units must be completed)**

**BSBWOR502 Ensure team effectiveness**

At the end of this unit learners will have the skills and knowledge required to facilitate all aspects of teamwork within the organisation. Specifically, learners will be able to:

- Establish team performance plan
- Develop and facilitate team cohesion
- Facilitate teamwork
- Liaise with stakeholders.

**BSBFLM514 Manage people**

On completion of this unit you will have the knowledge and skills to be able to:

- Manage performance of individuals in teams
- Address performance related issues
- Address issues and problems of individuals in teams
- Build support and commitment within the work team
- Review and evaluate management of individuals within the work team.

**ICAA5138 Determine acceptable developers for projects**

On completion of this unit you will be able to ensure that development projects are contracted to developers who are credible and able to accomplish the task within the confines of the mutually agreed parameters of the project. More specifically, you will be able to:

- Specify development requirements
- Identify potential developers
- Select a potential developer
- Sign off the selection process.

**Stage 5 (All units must be completed)**

**BSBPMBG501 Manage application of project integrative process**

On completion of this unit you will have the skills and knowledge required to integrate and balance the overall project management functions of scope, time, cost, quality, human resources, communications, risk and procurement; and to align and track the project objectives to comply with organisational goals, strategies and objectives.

**BSBPMBG508 Manage Project Risk**

On completion of this unit you will have the skills and knowledge required to manage risk within a project to avoid adverse effects on project outcomes. The unit covers determining, monitoring and controlling project risks, and assessing risk management outcomes.

**ICAA5156 Review and plan to minimise risk to business solutions**

On completion of this unit you will be able to identify and plan to minimise the financial and technological risks facing business solutions utilising new technologies. More specifically, you will be able to:

- Establish the risk context
- Conduct risk analysis
Monitor risks.

Stage 6 (All units must be completed)

PSPPM503 Close complex projects  62 hrs
On completion of this unit you will be able to demonstrate the skills and knowledge to plan and undertake project review and closure management. Project review and closure activities require skills to recognise the consequences of failure to meet project objectives and possible premature close planning, the degree of control required to meet project objectives, achieve customer acceptance and realisation of benefits. Skills will include technical evaluation and analysis, development of tools, resource planning, and communications required to all stakeholders, authorising and approving stages of the project to its completion.

ICAA5056 Prepare disaster recovery and contingency plans  60 hrs
On completion of this unit you will be able to analyse the impact of the system on the organisation and carry out risk analysis, disaster recovery and contingency planning for the project. More specifically, you will be able to:
- Evaluate impact of system on business continuity
- Evaluate threats to system
- Formulate prevention and recovery strategy
- Develop disaster recovery plan to support strategy.

ICAI5089 Implement and hand over system components  20 hrs
On completion of this unit you will be able to ensure that the system is operational prior to hand over for client use. More specifically, you will be able to:
- Confirm system integrity
- Provide operation and maintenance guidance
- Hand over system to client.

ICAI6187 Implement change management processes  30 hrs
On completion of this unit you will be able to apply techniques that facilitate the planning, implementation and monitoring of information technology change. More specifically, you will be able to:
- Plan IT system changes
- Identify technology system change needs
- Implement change
- Monitor and review implementation.