About TAFE Directors Australia

TAFE Directors Australia (TDA) is the peak body that represents the national network of public providers of vocational education and training. The core business of TDA is supporting our member institutes, leading the advocacy for quality skills in Australia, and managing a range of international education and training projects in cooperation with our institutes.

TDA's National Quality Initiative

TDA is undertaking a national quality initiative in three subject areas, training and assessment, early childhood education and ICT. The intent of the project is to allow participating members to share best practices nationally, to build on their strengths, to build better relationships with key stakeholders and employers, and ultimately, to build a national quality brand for TAFE and public VET providers.

Each project is made up of a project team with membership from each participating institute, and is co-ordinated nationally by TDA.

Conceptual Framework

The approach adopted by the ICT project team is underpinned by an approach to skills proposed by CEDEFOP, and more recently NCVER (2016), in which occupational skills are underpinned by sector-specific knowledge and capabilities. The project has been informed by work undertaken by PwC Skills for Australia, the Skills Service Organisation responsible for reviewing the training package, which has identified a number of skills priorities to enable a flexible and skilled workforce and adapt to the trends shaping the sector. These priority areas are shown in Figure 1 and have formed the basis for the capabilities outcomes statements developed by the project team.

Figure 1: Sector-specific skills
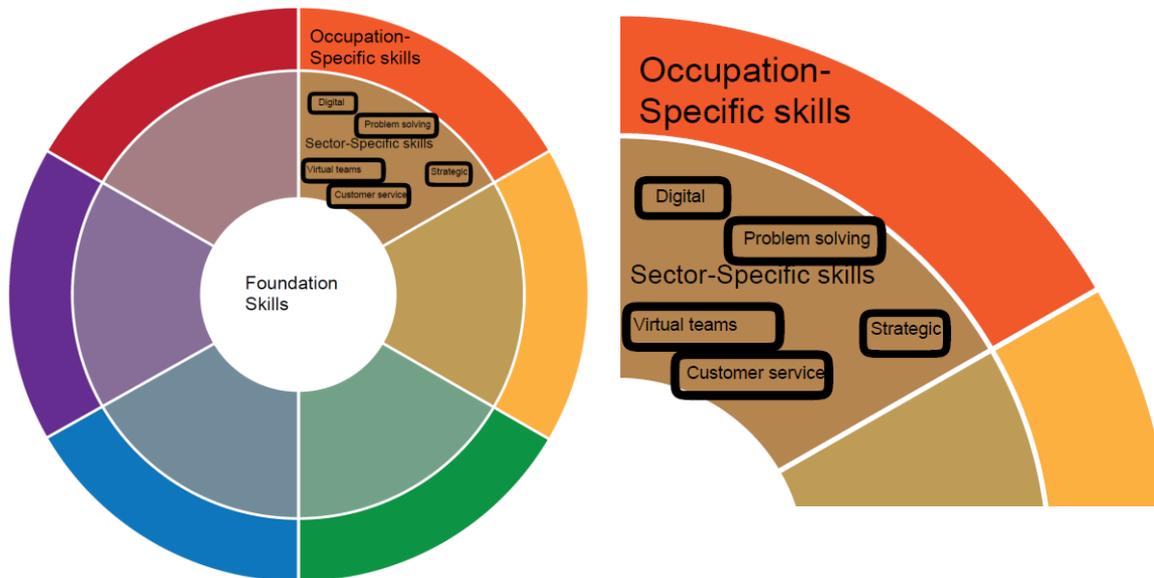
Validation

For the first phase of the ICT project, the project team has worked together to articulate the sector-specific skills for the ICT sector. These are then validated by key stakeholders. The second phase of the project involves mapping assessments to the sector-specific skills, in accordance with a set of criteria agreed by the Project Team

List of ICT Sector Skills

Theme	Rationale	Certificate III	Certificate IV and above
Digital literacy	These are technical and computational thinking skills and knowledge required to understand and work with current and emerging technologies such as data analytics, cloud computing, automation, application development and cybersecurity.	Apply current and emerging technologies and tools to solve a range of work-based problems.	
		List, discuss, compare and describe emerging technologies and their linkages to specific areas.	Describe potential influences and impacts of emerging technological tools and trends on current ones.
		Draft a study and career pathway plan for training in new and emerging technologies	Create a professional development plan that will ensure ongoing currency with new and emerging technologies.
Working in virtual teams	Connective technologies make it easier than ever to work, share ideas and be productive despite physical separation. Working across virtualised teams and networks would require new capacities in leadership and team management, as well as new ways of managing performance and motivating staff.	Use collaborative tools in an IT environment.	Select and use appropriate collaborative tools in an IT environment.
		Interact with others in groups or teams, both virtual and face-to-face, in ways that contribute to effective working relationships and achievement of common goals.	
		Participate in the implementation of team strategies that maximise productivity in virtual and face-to-face environments	Contribute to team strategies that maximise productivity in virtual and face-to-face environments
Customer service skills	A specific approach to doing business that focuses on understanding customer needs and concerns, putting the customer at the centre of the business's philosophy, operations and ideas. ICT is moving from the back office to the	Communicate technical information to clients and colleagues, both orally and in writing, using a range of digital communication tools	Interpret technical information and communicate it appropriately to clients and colleagues, both orally

Theme	Rationale	Certificate III	Certificate IV and above
	front of house and integrated into business strategy. ICT roles are now client facing and workers will need to collaborate with larger groups of people in different settings.		and in writing, using a range of digital communication tools.
		Use appropriate communication strategies to solicit information from customers and colleagues	Select and implement appropriate communication strategies to solicit information from customers and colleagues.
		Describe how information gained from customers can inform solutions that will benefit customers and the organisation.	Use information gained from customers to inform solutions that will benefit customers and the organisation.
		Use a range of strategies that enable strong workplace relationships.	Select and use a range of strategies that enable strong workplace relationships.
Strategic thinking	Strategic thinking involves the generation and application of knowledge from different areas of a business to improve or inform the improvement of a range of processes. It is also reflective of changing relationship between business and ICT processes, where the former increasingly dictate the latter.	Describe how ICT solutions and services contribute to a variety of businesses and business processes.	Develop an awareness of how ICT solutions and services contribute to a variety of businesses and business processes.
		Make recommendations to improve basic ICT processes and practices within a team environment.	Make recommendations to inform a range of basic ICT processes and practices within a team environment.
Creative thinking and problem-solving	Working in the ICT sector entails solving problems using the tools at one's disposal. In the same way that many problems have more than one solution, multiple solutions can be used to address a range of problems. The challenge is understanding when these solutions can be transferred and adapted.	Select and apply a range of skills and strategies to anticipate and address simple problems in a variety of IT environments.	Select and apply a range of skills and strategies to anticipate and address complex problems in a variety of IT environments.
		Recognise the limitations of one's knowledge and experience, and ask colleagues for guidance and advice when necessary.	