ICTICT443

Work collaboratively in the ICT industry

Assessment 7 of 7

Case Study

Assessor Guide

Assessment Instructions

Task Overview

Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:
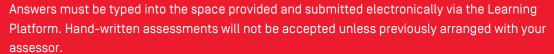
- Learning Material
- ICTICT443_07_Team Protocol Review

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Bounce Fitness prides itself on fostering a collaborative environment where teamwork and technology converge to achieve organisational goals. As a leading fitness facility in Australia, Bounce Fitness recognises the importance of using technology to make virtual collaboration across teams efficient and effective.

More information can be found on the Bounce Fitness website: Bounce Fitness Home - Bounce Fitness [precisionrtoresources.com.au]

As a Team Leader for Bounce Fitness, you are responsible for the following:

- Developing protocols for teams working collaboratively in virtual environments that help achieve team objectives.

- Identifying communication tools and technology to support collaborative teams in virtual environments.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 1

As a Team Leader for Bounce Fitness, you must seek feedback and review the protocols used in the virtual work environment.

To complete this task, you must:

a. Seek feedback from one team member/colleague on the protocols implemented during the virtual collaboration.

   The feedback must be through email correspondence.

   Feedback must cover the following points:

   i. Consistency of following the established protocols

   ii. Effectiveness of the communication practices through virtual communication tools used

   iii. Insights on their user experience with the virtual technology and communication tools used

   iv. Suggestions for improvement for future virtual collaboration

   v. Overall satisfaction of team members with current communication practices and protocols

To write your email, use the template below.

[Approx. word count: 50 – 100 words]

Assessor Instructions: The students will need to write an email using the template below. In their email, they must cover all the points in the instructions above.

Student's wording may vary, but their responses must reflect the content in the sample answer provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>>
From:	<<Add your name and position title here>>
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>>
Subject:	<<Add the subject of the email here>>
Attachments:	<<Add the name of any attachments here>>

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

Hi [Team Member's Name],

I hope you're doing well. As part of our continuous improvement efforts, I would like to gather your feedback on the protocols we've implemented during our virtual collaborations. Could you please provide your insights on the following points?

1. Consistency in following established protocols
2. Effectiveness of our virtual communication practices
3. Your user experience with the virtual tools we use
4. Suggestions for improvement in future virtual collaborations
5. Overall satisfaction with our current communication practices and protocols

Thank you for your valuable input!

Best regards,
[Your Name]
Team Leader, Bounce Fitness

Regards,

<<Add your name here>>

<<Add your job position here>>

Task 2

You received the following response:

Email Response
Hi [Your Name], I hope you're well. Thank you for seeking my feedback on our virtual collaboration protocols. Here are my insights: Overall, we have been consistent in following the documented protocols. The use of scheduled virtual meetings and the prompt sharing of meeting agendas align well with the protocols. Our use of video conferencing tools has been effective, ensuring clear and efficient communication, which aligns with our documented practices. While the virtual tools are generally user-friendly, I've noticed discrepancies in the use of the project management software. Not all team members update their tasks regularly, which causes some confusion and misalignment. To improve future virtual collaborations, it would be beneficial to conduct regular training sessions on the virtual tools we use. This can help ensure everyone is familiar with all functionalities and can use them effectively. I am generally satisfied with our current communication practices, though I believe addressing the discrepancies mentioned will enhance our virtual collaboration experience. Thank you for taking the time to gather this feedback. Best regards, [Team Member's Name]

a. Analyse the feedback gathered and the protocols developed in Assessments 3, 4 and 5. Identify at least **two areas** where the feedback aligns with the documented protocols and at least two areas where discrepancies exist.

b. Identify at least **two strengths** of the protocols implemented and at least two areas of improvement based on the feedback received.

c. Provide **at least one recommendation** to address or improve each area of improvement for future virtual work.

d. Use the **ICTICT443_07_Team Protocol Review** template to document your review.

   Save and submit your work using the following naming convention:

   <Student Name>_Team Protocol Review

Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

| 1 | Task 1 – Email | ☐ |
| 2 | Task 2 – <Student Name>_ Team Protocol Review | ☐ |

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

| Assessor comments: | ☐ S | ☐ NYS |
| | | |

Congratulations, you have reached the end of Assessment 7!