

Learn how to work in an Information and Communications Technology (ICT) Environment

Topics

Working Effectively in IT

- What Is the IT Environment?
- IT Service Areas
- Research - IT Service Areas
- Roles in IT Service Areas
- Additional Roles in It Service Areas
- Activity - Roles in IT Service Areas
- IT Roles in an Organisation
- IT Roles External to an Organisation
- External IT Organisations
- The Role of Government in IT
- Activity - Key Players in an Organisation
- IT Policies and Procedures
- Research - IT Policies and Procedures
- IT Equipment
- Software
- Activity - Hardware and Software
- Operating Environments and Procedures

Communicate in the Workplace

- The Art and Science of Communication
- Who Are Your Clients?
- Activity - Clients
- Receiving Requests and Enquiries
- Activity - Receiving Requests and Enquiries
- Case Study
- Verbal and Non-Verbal Communication
- Questioning and Active Listening
- Activity - Responding Appropriately to Enquiries
- Accommodating Differences
- Differences in Documentation
- Activity - Accommodating Cultural Differences
- Answering Enquiries and Requests
- Presenting Written Information
- Activity - Presenting Written Information
- Referring Enquiries and Requests
- Activity - Referring Enquiries
- Following Up Enquiries and Requests
- Activity - Following Up Enquiries
- Recording Enquiries and Requests
- Research - Recording Enquiries and Requests