



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS411A Assist with policy development for client support procedures

Release: 1

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Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This Unit first released with <i>ICAI1 Information and Communications Technology Training Package version 1.0</i> |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to contribute to the formulation of client support procedures to be included within organisational policy.

Application of the Unit

This unit applies to experienced technical support personnel, such as help-desk supervisors, IT support technicians, and user support specialists.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Element | Performance Criteria |
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| <i>Elements describe the essential outcomes of a unit of competency.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i> |

Elements and Performance Criteria

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| 1. Determine support issues | 1.1 Review current <i>client</i> support procedures followed by the organisation if appropriate 1.2 Gather feedback from client detailing positive and negative aspects of their contact with the organisation 1.3 Gather feedback from <i>user</i> who executes client support procedures, detailing problems with current methods |
| 2. Develop client support procedures | 2.1 Create or update client support procedures using information gathered from the client and the user 2.2 Forward new client support procedures to <i>appropriate person</i> for review |
| 3. Provide recommended changes for client support policy | 3.1 Evaluate feedback on client support policy 3.2 Incorporate changes to client support policy 3.3 Determine the impact the new policy will have on <i>organisational guidelines</i> and client interactions 3.4 Prepare a report detailing changes in policy and the impact on the client and the user in a clear and concise manner 3.5 Forward the report and the updated policy to appropriate person for approval |
| 4. Update documented client support policy | 4.1 Amend policies to include new client support procedures 4.2 Issue new policies to clients and users in line with organisational guidelines 4.3 Maintain policy updates in line with organisational guidelines |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
 - determine the impact of policy changes
 - evaluate feedback on client support policy
- communication skills to:
 - effectively use questioning and active listening techniques
 - gather feedback from users
 - liaise with technical team members
- initiative and enterprise skills to identify potential improvements to client support policies
- literacy skills to:
 - evaluate reports
 - prepare reports and update or amend support policies
 - read and interpret technical manuals and technical workplace documentation
 - review current support procedures and update accordingly based on feedback
- problem-solving skills to determine issues around current methods of supporting users.

Required knowledge

- current trends and issues in IT
- organisational guidelines for client maintenance and administration
- organisational policy for access and security
- review process and its stages.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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| Overview of assessment | |
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | <p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • evaluate and analyse existing client support policy and procedures • develop new criteria and procedures for performing current practices that cater for emerging client needs. |
| Context of and specific resources for assessment | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • sites, peers and supervisors to identify the extent and quality of the contribution required • information about systems or networks to be supported • technical manuals, tools and organisational guidelines • current business requirements and documentation standards • appropriate learning and assessment support when required • modified equipment for people with special needs. |
| Method of assessment | <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • review of client feedback and resulting amendments to client support procedures and policies • review of a report prepared detailing changes in policy and the impact on the client and the user • verbal or written questioning to assess candidate’s knowledge of organisational guidelines. |
| Guidance information for assessment | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p> |

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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| <i>Client</i> may include: | <ul style="list-style-type: none"> • employee • external organisation • individual • internal department. |
| <i>User</i> may include: | <ul style="list-style-type: none"> • department within the organisation • person within a department • third party. |
| <i>Appropriate person</i> may include: | <ul style="list-style-type: none"> • authorised business representative • client • IT manager • project manager • supervisor • team leader • user support specialist. |
| <i>Organisational guidelines</i> may include: | <ul style="list-style-type: none"> • communication methods • content of emails • dispute resolution • document procedures and templates • downloading information and accessing particular websites • financial control mechanisms • opening mail with attachments • personal use of emails and internet access • virus risk. |

Unit Sector(s)

Systems administration and support