



Australian Government

Assessment Requirements for ICTSAS410 Identify and resolve client ICT problems

Release: 1

Assessment Requirements for ICTSAS410 Identify and resolve client ICT problems

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- record and prioritise client support activities
- determine required resources
- resolve client problems or escalate according to organisational guidelines or practices
- prepare maintenance report
- seek and record client feedback.

Note: Evidence must be supplied for at least two client support activities.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe hardware and software products:
 - currently in use
 - supported by the organisation
- outline sustainable practices consistent with information and communications technology (ICT) industry
- explain help desk or service desk structure and escalation procedures
- describe key functions and basic features of operating system
- describe organisational structure of workplace
- discuss principles of equal employment opportunity and anti-discrimination relating to client ICT problems
- relating to client ICT problems
- outline workplace security and network guidelines and procedures.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the systems administration and support field of work and include access to:

- special purpose tools, equipment and materials
- industry software packages
- sites with a representative range of current industry-standard hardware, software and diagnostic tools
- technical records
- organisational guidelines
- vendor documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>