



Australian Government

Department of Education, Employment and Workplace Relations

ICAS2016B Record client support requirements

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to record, prioritise and escalate client support requests.</p> <p>The following units are linked and form an appropriate cluster:</p> <ul style="list-style-type: none">• ICAD2003B Receive and process oral and written communication• ICAS2009B Interact with clients <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Log requests for support	1.1. Record <i>client</i> support requests and requirements according to <i>organisational standards</i> 1.2. Review <i>client</i> support history and details 1.3. Check the information and request for accuracy and urgency according to <i>organisational standards</i>
2. Prioritise support requests with appropriate personnel	2.1. Identify the relevant guidelines for prioritising or rating <i>client</i> requests 2.2. Prioritise the <i>client</i> request based on its criticality or impact on the business 2.3. Refer the requests to an <i>appropriate person</i> or department for assistance 2.4. Communicate with <i>appropriate persons</i> involved with <i>client</i> support

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Literacy skills for general workplace documentation
- Limited decision making
- Questioning and active listening in clarifying client requirements
- Basic analytical skills for questioning and gathering information
- Customer service skills in relation to receiving requests for support
- Skills in handling difficult clients in relation to receiving requests for support
- Conflict resolution skills in relation to receiving requests for support

Required knowledge

- Organisational procedures for rating and prioritising client requests
- Broad knowledge of escalation procedures
- Roles and responsibilities of IT division
- Broad knowledge of maintenance procedures
- Business scheduling requirements
- Current business practices in relation to preparing reports
- Broad knowledge of diagnostic tools

Evidence Guide

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.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm the ability to accurately log calls and record, prioritise and escalate client support requests according to organisational policy and procedures.

To demonstrate competency in this unit the learner will require access to:

- Logging procedures
- Critical process
- Escalation procedures

Context of and specific resources for assessment

The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear. There would generally be limited complexity in the range of operations to be applied.

Assessment must ensure:

- Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes would be characteristic.
- Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Method of assessment

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the

EVIDENCE GUIDE

	<p>implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.</p> <ul style="list-style-type: none"> • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
<p>Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • ICAD2003B Receive and process oral and written communication • ICAS2009B Interact with clients <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • Demonstrate basic operational knowledge in a moderate range of areas • Apply a defined range of skills • Apply known solutions to a limited range of predictable problems • Perform a range of tasks where choice between a limited range of options is required • Assess and record information from varied sources • Take limited responsibility for own outputs in work

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	and learning <ul style="list-style-type: none"> • Maintain knowledge of industry products and services
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Range Statement**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.

Client may include but is not limited to:

- internal departments
- external organisations
- individual people
- employees

Organisational standards may include but are not limited to:

- Security procedures
- Logged call procedures
- Client liaison policy
- Escalation procedures
- Preventative maintenance and diagnostic policy
- Roles and technical responsibilities in the IT department
- Vendor and product service-level support agreements

Appropriate person may include:

- supervisor
- teacher
- vendor business representative
- help desk person
- subject matter expert

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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