



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT209A Interact with ICT clients

Release: 1

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Modification History

Version	Comments
ICAICT209A	This version first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide routine information and communications technology (ICT) client support in a professional manner.

Application of the Unit

This unit applies to frontline technical support personnel who interact with clients in an ICT support role. Communicating effectively and simplifying technical problems are key components of client support roles.

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
<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

1. Deliver support to ICT clients	1.1 Provide support for ICT clients in a courteous and professional manner according to organisational policy 1.2 Establish and confirm nature of client's ICT concerns using active listening and questioning 1.3 Maintain client contact and provide progress information until the problem is resolved
2. Respond to ICT client complaints	2.1 Respond to ICT clients concerns and issues demonstrating a positive, sensitive and helpful attitude 2.2 Escalate and refer client concerns to support person if required, explaining the nature of issues involved 2.3 Resolve ICT client complaint using recommendations from the support person 2.4 Document and record ICT client concerns and solutions, according to organisational guidelines
3. Evaluate received ICT client complaints	3.1 Analyse recent ICT register 3.2 Propose proactive training to appropriate person

Required Skills and Knowledge

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

Required skills

- communications skills to:
 - establish and confirm nature of client concerns
 - liaise with clients and ICT support
 - respond to clients from diverse cultural and other backgrounds
- customer-service skills to provide support for clients in a courteous and professional manner
- decision-making skills applied to a limited range of options
- problem-solving skills to resolve client complaints.

Required knowledge

- current industry-accepted hardware and software products, with broad knowledge of general features and capabilities
- general knowledge of the ICT client business domain and business-critical functions
- general knowledge of organisational systems and working environment
- organisational policies for external and internal client contact.

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	<p>Evidence of ability to:</p> <ul style="list-style-type: none"> • provide routine ICT client support in a professional manner • refer client concerns to support person if required, according to escalation procedures • resolve client complaints • document and record client concerns and solutions, according to organisational guidelines.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • personal computer • relevant organisational guidelines • relevant documentation • site where routine ICT client support may be demonstrated • appropriate learning and assessment support when required. <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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"> • direct observation of candidate interacting with and providing support for clients • direct observation of candidate escalating client concerns to support person • verbal or written questioning to assess candidate's knowledge of enterprise escalation procedures • review of documentation of client concerns and solutions.
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</p>

	background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.
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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.

<i>ICT clients</i> may include:	<ul style="list-style-type: none"> • external organisations • ICT administrators • ICT users • individuals • internal departments • vendors.
<i>Support person</i> may include:	<ul style="list-style-type: none"> • help-desk person • subject matter expert • supervisor • vendor business representative.
<i>Organisational guidelines</i> may include:	<ul style="list-style-type: none"> • access to software • 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)

General ICT

Custom Content Section

Not applicable.