



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS204A Record client support requirements

Release: 1

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Modification History

Version	Comments
Release 1	This version 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 record, prioritise and escalate client support requests.

Application of the Unit

This unit applies to frontline technical support personnel who provide information and communications technology (ICT) client support in a small or large office environment. 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. 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 guidelines for prioritising or rating <i>client</i> requests 2.2 Prioritise <i>client</i> request based on its criticality or effect on business
3. Record support request	3.1 Document support request according to organisational requirements 3.2 Refer requests to <i>appropriate person</i> or department for assistance

Required Skills and Knowledge

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

Required skills

- communication skills to:
- gather client information
- clarify client requirements

- conflict-resolution skills and customer-service skills to deal with requests for support
- literacy skills to interpret general workplace documentation
- planning and organisational skills to prioritise work requests

Required knowledge

- broad knowledge of:
 - diagnostic tools
 - escalation procedures
 - maintenance procedures
 - business scheduling requirements
 - current business practices to prepare reports
 - organisational procedures to rate and prioritise client requests
 - roles and responsibilities of information technology (IT) division

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 ability to: <ul style="list-style-type: none"> • log and record calls according to organisational policy and procedures • prioritise and escalate client support requests according to organisational policy and procedures.

<p>Context of and specific resources for assessment</p>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • a site where logging and recording of client support may be recorded and prioritised • <i>client</i> support history records • organisational policy and procedures related to: <ul style="list-style-type: none"> • critical process • escalation procedures • logging procedures • prioritising client requests • appropriate learning and assessment support when required. <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
<p>Method of assessment</p>	<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 logging and recording calls • review of reports completed as part of client history • verbal or written questioning of candidate’s ability to communicate with appropriate persons involved with <i>client</i> support.
<p>Guidance information for assessment</p>	<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.

<i>Client</i> may include:	<ul style="list-style-type: none"> • external organisations • individuals • internal departments.
<i>Organisational standards</i> may include:	<ul style="list-style-type: none"> • client liaison policy • escalation procedures • logged call procedures • preventative maintenance and diagnostic policy • roles and technical responsibilities in the IT department • security procedures • vendor and product service level support agreements.
<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • help-desk person • subject matter expert • supervisor • vendor business representative.

Unit Sector(s)

Systems administration and support