



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS305A Provide IT advice to clients

Release: 1

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Modification History

| Version | Comments |
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| ICASAS305A | 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 provide IT advice and support to clients, including the communication of comprehensive technical information.

Application of the Unit

This unit applies to frontline technical support personnel responsible for providing technical support explained in terms that a user can understand.

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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| <p>1. Review client support issues</p> | <p>1.1 Check for new problems logged by client</p> <p>1.2 Check previous logs for similar problems or requests from client</p> <p>1.3 Investigate and document the support issues affecting the client</p> <p>1.4 Notify client of the results of <i>investigation</i> and provide <i>advice and support</i> on findings</p> <p>1.5 Obtain client feedback and make changes</p> |
| <p>2. Provide advice on software, hardware or network</p> | <p>2.1 Confirm software, hardware or network requirements with client</p> <p>2.2 Investigate and document a <i>solution</i></p> <p>2.3 Document additional requirements identified in the investigation and refer them to the client</p> <p>2.4 Obtain approval from the client to implement the solution</p> <p>2.5 Investigate and document the amount of technical support the client may require</p> <p>2.6 Discuss and agree the level of technical support identified with the client</p> <p>2.7 Arrange a time with the client when support will take place</p> <p>2.8 Provide technical support as part of group or one-to-one instruction to the client</p> <p>2.9 Provide manuals and help <i>documentation</i> to the client</p> |
| <p>3. Obtain client feedback</p> | <p>3.1 Create an appropriate evaluation or feedback form or other mechanism to gather feedback about the solution and support provided</p> <p>3.2 Provide client with instructions on how to complete the form or use other means of providing feedback</p> <p>3.3 Distribute the evaluation or feedback to the client</p> <p>3.4 Review the feedback from the client to identify areas for improvement</p> |

Required Skills and Knowledge

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

Required skills

- analytical skills to review client requirements and provide advice and support on findings
- communication skills to:
 - convey and clarify complex information
 - investigate and assess client needs
 - provide one-to-one instruction to client
- customer-service skills to communicate with clients in a range of contexts at various levels
- literacy skills to:
 - develop reports
 - document:
 - additional requirements
 - amount of technical support the client may require
 - solutions
 - support issues affecting the client
 - interpret technical manuals
- technical communication skills to write macros and templates.

Required knowledge

- available in-house and vendor support
- contract and service agreements with vendors
- features of different types of hardware supported by the organisation
- information sources
- operating system (OS):
 - functions and basic features
 - supported by the organisation
- security and network guidelines and procedures
- software:
 - advanced features
 - functions
 - supported by the organisation.

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"> • investigate client support requests and provide a documented solution after consultation with client • convey comprehensive technical information to clients in a clear, concise, jargon-free and coherent manner • access technical manuals and ‘help’ documentation. |
| Context of and specific resources for assessment | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • sites, peers and supervisors for obtaining information • software, hardware and networks • help-desk repository, technical records and documentation • 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"> • direct observation of candidate investigating and providing advice and support on findings • review of candidate’s documented investigation and solution • evaluation of client feedback. |
| 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>Investigation</i> may include: | <ul style="list-style-type: none"> • active listening to clients and colleagues • contacting vendor or maintenance organisations • on-site examination • questions and answers • reviewing technical advice about the organisation. |
| <i>Advice and support</i> may include: | <ul style="list-style-type: none"> • hardware supported by the organisation: <ul style="list-style-type: none"> • CD or DVD drives • laptops • notebooks • printers • reconfiguration of settings • scanners • screens • identification of training needs for referral to supervisor • manuals • one-to-one training • provision of client documentation • software supported by the organisation: <ul style="list-style-type: none"> • creation of templates • generation of a complex report on a database • password and log-on procedure • statistical functions of spreadsheets • use of macros • vendor documentation. |
| <i>Solution</i> may include: | <ul style="list-style-type: none"> • hardware: <ul style="list-style-type: none"> • new • upgrade • implementing a new system • software: |

| | |
|-----------------------------------|---|
| | <ul style="list-style-type: none">• new• upgrade• user training. |
| <i>Documentation</i> may include: | <ul style="list-style-type: none">• additional support requirements• amount of technical support the client requires• client support solutions• collection of records for computer program, OS or hardware device• support issues affecting the client. |

Unit Sector(s)

Systems administration and support

Custom Content Section

Not applicable.