Assessment Requirements for ICTICT209 Interact with ICT clients

Release: 1

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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:

- provide routine information and communications technology (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.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

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

- list current industry accepted hardware and software products, and describe their general features and capabilities
- describe the ICT client business domain and business critical functions
- discuss the organisational systems and working environment
- outline organisational policies for external and internal client contact.

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 general ICT industry, and include access to:

- a personal computer
- relevant organisational guidelines
- relevant documentation
- a site where routine ICT client support may be demonstrated.

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

PwC's Skills for Australia