Assessment Requirements for ICTICT219 Interact and resolve queries with ICT clients

Release: 1

Assessment Requirements for ICTICT219 Interact and resolve queries with ICT clients

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify, record and document at least one client query
- remediate and communicate at least one solution to a client.

In the course of the above, the candidate must:

- comply with organisational requirements
- follow escalation procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- industry standard hardware and software products and their general features and capabilities
- ICT client business domain and business critical functions
- organisational systems and working environment that may assist in interacting and resolving queries with ICT clients
- organisational policies that may assist in interacting and resolving queries with ICT clients.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- required hardware devices, software and documentation

- organisational guidelines.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

PwC's Skills for Australia