



**Australian Government**

**Assessment Requirements for ICTSAS212  
Record the requirements of client support  
requests**

**Release: 1**

# Assessment Requirements for ICTSAS212 Record the requirements of client support requests

## 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:

- record, prioritise and escalate at least two client support requests from at least two different clients.

In the course of the above, the candidate must:

- log support requests resulting from tickets, phone calls, emails, video calls, automated requests or direct messages
- determine time sensitivity and importance of requests against business or client needs
- refer client support requests in line with business scheduling requirements
- follow up support request progression and client satisfaction.

## 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:

- organisational procedures for:
  - obtaining and documenting client support request
  - guidelines for prioritising and rating client requests
  - escalation processes and procedures
  - logging procedures
  - prioritising client requests
- frontline client support software, hardware diagnostic tools and maintenance procedures
- business scheduling requirements
- responsibilities of frontline technical client support
- business documentation and record-keeping practices.

## 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:

- equipment, software and tools required to process and document requests
- client support requests and required documentation
- client support history records
- organisational policy and procedures for:
  - critical cases and escalation processes and procedures
  - escalation procedures
  - logging procedures
  - prioritising client requests.

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>