



Australian Government

ICTSAS212 Record the requirements of client support requests

Release: 1

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.

Application

This unit describes the skills and knowledge required to record, prioritise and escalate client support requests, using the required record-keeping and documentation practices.

It applies to those who provide frontline technical client support in small or large office environments. In this context, the individual is not expected to resolve the client support requests.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Log support requests	1.1 Obtain client support request according to organisational procedures 1.2 Document support request requirements and characteristics according to organisational procedures and client needs 1.3 Review client support history and details 1.4 Confirm request with client
2. Prioritise and progress support requests	2.1 Identify guidelines for prioritising and rating client requests according to business scheduling requirements 2.2 Determine the prioritisation, rating and timeframe of client request 2.3 Process client request according to business scheduling requirements

ELEMENT	PERFORMANCE CRITERIA
	2.4 Escalate requests to required personnel or department for action
3. Record support request outcome and seek feedback	3.1 Document support request outcome according to organisational procedures 3.2 Seek client satisfaction and request process feedback from required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Interprets familiar textual information from a range of sources to identify and review practices and determine that standards have been maintained
Writing	<ul style="list-style-type: none"> Accurately records and completes documentation according to organisational formats and procedures
Teamwork	<ul style="list-style-type: none"> Identifies and takes steps to follow accepted communication practices and protocols
Planning and organising	<ul style="list-style-type: none"> Understands roles and responsibilities for task and makes basic decisions, within familiar situations, on work completion parameters in accordance with organisational standards Plans and implements routine tasks
Technology	<ul style="list-style-type: none"> Interprets the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS204 Record client support requirements.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>