Assessment Requirements for ICTSAS410 Identify and resolve client ICT problems

Release: 2

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Modification History

Release	Comments
Release 2	This version released with ICT Information and Communications Technology Training Package Version 5.0.
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

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 and prioritise client support activities
- determine required resources
- resolve client problems or escalate according to organisational guidelines or practices
- prepare maintenance report
- seek and record client feedback.

Note: Evidence must be supplied for at least two client support activities.

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:

- hardware and software products:
  - currently in use
  - supported by the organisation
- sustainable practices consistent with information and communications technology (ICT) industry
- help desk or service desk structure and escalation procedures
- key functions and basic features of operating system
- organisational structure of workplace

PwC's Skills for Australia

- principles of equal employment opportunity and anti-discrimination relating to client ICT problems
- principles of OHS relating to client ICT problems
- workplace security and network guidelines and procedures.

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:

- special purpose tools, equipment and materials
- industry software packages
- sites with a representative range of current industry-standard hardware, software and diagnostic tools
- technical records
- organisational guidelines
- vendor documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2