



Australian Government

Assessment Requirements for ICTSAS412 Action change requests

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:

- review and assess change requests/requirements
- prioritise tasks
- plan and implement change procedures
- comply with organisational guidelines and client requirements
- prepare and deliver training appropriate to the client.

Note: Evidence must be provided for at least TWO organisations or situations.

Knowledge Evidence

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

- analyse current practices relating to:
 - change management procedures and criteria
 - change-management tools
 - help desk practices
 - quality assurance practices
- describe key features of the client business domain including the role of stakeholders and the degree of stakeholder involvement
- describe the key features and capabilities of current industry-accepted hardware and software products
- analyse current service level agreements (SLAs) within or between organisations
- explain the process for system testing
- outline the system's current functionality.

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 systems administration and support field of work and include access to:

- special purpose tools, equipment and materials
- industry software packages
- change request documentation
- physical system or network
- technical manuals
- appropriate diagnostic tools
- current business requirements
- documentation standards
- Change management system.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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