



Australian Government

Assessment Requirements for ICTSAS527

Manage client problems

Release: 2

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Modification History

Release	Comments
Release 2	Unit Mapping Information updated to note that ICTSAS527 Manage Client Problems was updated and equivalent to ICTTEN501 Provide consultancy and technical support in the customer premises equipment sector as noted in the Companion Volume Implementation Guide. This information was omitted in error in the first release. This version second released with ICT Information and Communications Technology Training Package Version 7.0.
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:

- determine, plan and implement ICT support and resolution services for at least two different clients problems.

In the course of the above, the candidate must:

- undertake support and resolution services, including:
 - identifying support requirements and procedures
 - liaising with client contact to determine task alignment
 - documenting support provided
 - liaising with client to obtain feedback
 - act on feedback as appropriate.

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:

- organisations domain and business structure
- features and capabilities of industry standard hardware and software products
- quality assurance practices

- stakeholder role and degree of stakeholder involvement in organisation
- structure and purpose of service level agreements (SLAs).

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 required to provide client support services
- industry standard software packages
- required organisation's SLAs
- organisation's escalation procedure/s
- organisation's documentation processes and style guides.

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>