Australian Government

Department of Education, Employment and Workplace Relations

# ICTCC121A Use an enterprise information system

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

## ICTCC121A Use an enterprise information system

## Modification History

Not applicable.

## Unit Descriptor

Field:   Technology
This unit applies to the use of an enterprise information system to obtain and record customer information.   It addresses the use of a single information system while in contact with the customer.
This unit is based on unit ICTTC202A in the ICT97 training package.
**Prerequisite units**: ICTCC120
**Equivalent units**:   Nil
Field:   Technology
This unit applies to the use of an enterprise information system to obtain and record customer information.   It addresses the use of a single information system while in contact with the customer.
This unit is based on unit ICTTC202A in the ICT97 training package.
**Prerequisite units**: ICTCC120
**Equivalent units**:   Nil

## Application of the Unit

Not applicable.

## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

Not applicable.

## Employability Skills Information

Not applicable.

## Elements and Performance Criteria Pre-Content

Not applicable.

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# Elements and Performance Criteria

## Elements and Performance Criteria

| Element | | Performance Criteria | |
|---|---|---|---|
| 1 | Locate and interpret information for a customer inquiry | 1.1 | Log on to enterprise information system efficiently |
| | | 1.2 | Analyse customer inquiry and plan to obtain the required information |
| | | 1.3 | Identify sources of information within enterprise system |
| | | 1.4 | Locate appropriate system screens efficiently |
| | | 1.5 | Use appropriate codes to locate information |
| | | 1.6 | Access information from other sources as necessary. |
| | | 1.7 | Interpret information obtained to meet customer requirements |
| | | 1.8 | Follow enterprise procedures to satisfy customer inquiry |
| | | 1.9 | Observe legislation, codes, regulations and standards throughout transaction |
| 2 | Record information for a customer transaction | 2.1 | Access appropriate screen to initiate a transaction |
| | | 2.2 | Enter all relevant information required for the transaction |
| | | 2.3 | Enter appropriate commands to complete the transaction |
| | | 2.4 | Information and commands are entered efficiently and accurately |
| | | 2.5 | Check transactions for accuracy/errors before release |
| | | 2.6 | Observe legislation, codes, regulations and standards throughout transaction |

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| 3 | Use help systems | 3.1 | Identify sources of help for information systems problems or issues |
| | | 3.2 | The identified source/s of help are accessed to resolve problems/issues. |

# Required Skills and Knowledge

Not applicable.

# Evidence Guide

**Assessment location and resources**

Assessment will occur in an operational customer contact centre using customer contact technologies and information technology or a simulated contact centre with similar features.

**Critical evidence**

Assessment candidates should produce evidence of the following:

Use of various screens within business systems.

Efficient and effective navigation through information systems.

Use of standard operating procedures.

Accurate use of codes used to locate data.

Accurate entering of information onto the system.

Checks to ensure information is captured in accordance with laid down procedures.

Help files are accessed when required.

**Skills and knowledge**

Computer Keyboard Usage.

Computer Literacy.

Problem Solving Processes.

Enterprise Policies, Procedures and Guideline.

Enterprise Information System(s) and Operating Platforms.

Operational Environment: Customer Base, Company Products and Services.

Operational Systems and Technology.

Workplace Ergonomics.

# Range Statement

The following statements cover a wide range of circumstances.   Assessment of candidates should be within the range that applies to the candidate's particular role or workplace.

**Information systems**

Are unique to the enterprise and generally based on a spreadsheet or database application.

**Customer**

A user, purchaser, or beneficiary of a service, product, or process and may be internal or external to the organisation and may include colleagues.

**Information**

Specific details requested by a customer or others, and details required from core business systems or other sources in order to complete a transaction or process.

**Transaction**

A sequence of interactions in enterprise business systems performed by the staff member in satisfying the customer's needs.

**Other sources**

additional information systems

reference manuals

colleagues.

**Sources of help**

system helpdesks

system operation units

reference materials

colleagues

supervisor

coaches.

**Relevant legislation**, **codes**, **regulations and standardsinclude**:

Privacy Act

Trade Practices Act

Telecommunications Act

Occupational Health and Safety legislation

Freedom of Information

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system operation units
reference materials
colleagues
supervisor
coaches.
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Privacy Act
Trade Practices Act
Telecommunications Act
Occupational Health and Safety legislation
Freedom of Information


# Unit Sector(s)

Not applicable.

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