



Australian Government

Department of Education, Employment and Workplace Relations

ICTWOR3232A Collect and analyse technical information

Release: 1

ICTWOR3232A Collect and analyse technical information

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to investigate a technical situation involving the collection and analysis of information from a variety of sources, including interviews and database systems. The technical situation under investigation may be the result of a fault or failure of a product, service or process.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.</p>
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Application of the Unit

Application of the unit	<p>Technical staff who deal with customers and field technicians apply the skills and knowledge in this unit. This unit assumes a background in telecommunications with experience in customer access networks and customer infrastructure, including equipment and cabling.</p>
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Obtain recorded information	1.1. Apply all relevant <i>legislation, codes, regulations and standards</i> in the analysis process 1.2. Verify the situation to be investigated and identify appropriate <i>sources of information</i> for this situation 1.3. Obtain relevant information from computer systems and analyse and <i>record information</i>
2. Conduct a simple interview	2.1. Select interviewees with correct information about the matter being investigated and select an <i>interview process</i> to suit the circumstances of the interviewee 2.2. Prepare for an interview by performing preliminary research 2.3. Develop interview questions to identify key points for an effective interview 2.4. Conduct an interview using effective listening and questioning techniques and focus the interviewee on information relevant to the matter being investigated 2.5. Record information obtained in the interview
3. Analyse information	3.1. <i>Analyse</i> critical information by reviewing the situation being investigated 3.2. Assess between factual information and assumptions and make deductions based on factual critical information 3.3. Incorporate assumptions into the <i>reasoning process</i> where it assists in forming valid <i>inferences</i> 3.4. Analyse inferences from those deductions and assumptions and produce a resolution of the situation being investigated
4. Implement the outcomes of analysis	4.1. Identify practical actions based on inferences arising from the analysis process 4.2. Implement practical actions to resolve the situation 4.3. Review outcomes of practical action by assessing their impact on the situation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to:
 - read and interpret manuals, specifications, relevant enterprise policy and documentation
 - accurately record interviews
 - write notes and text files
- negotiation skills to enable interaction with customer
- numeracy skills to interpret and evaluate different types of technical data
- planning and organisational skills to organise and prepare the resolution process
- problem solving skills to respond to complex customer challenges
- task management skills to work systematically with required attention to detail and adherence to all safety requirements
- technical skills to advise on a range of customer equipment and environments and to perform diagnostic procedures

Required knowledge

- analytical techniques appropriate for information analysis, especially deductive reasoning
- computer keyboard usage
- computer literacy
- conflict resolution skills
- database and spreadsheet concepts
- enterprise information systems
- information types and their sources
- interpersonal skills
- legislation, codes of practice and other formal agreements that directly impact on resolution processes
- listening, questioning and interviewing
- privacy issues
- the influence of human factors on information analysis, e.g. prejudice, biases and fallacies in reasoning
- typical issues and challenges that occur when dealing with customers

Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • use a database • demonstrate listening, questioning and interviewing techniques • develop an accurate record of interview • integrate information from varied sources • draw logical inferences from information gathered • make sound recommendations for action based on inferences.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • operational customer contact centre • customer contact technologies currently used in industry • interview and evidence recording equipment • relevant regulatory and equipment documentation that impact on work activities.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate using a database to record information • direct observation of the candidate's questioning and interviewing techniques • review of records of interview completed by the candidate • oral or written questioning of the candidate to assess knowledge of information gathering practices.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • ICTWOR3231A Resolve technical enquiries using multiple information systems.

EVIDENCE GUIDE

	<p>Aboriginal people and other people from a non-English speaking background may have second language issues.</p> <p>Access must be provided to appropriate learning and assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed.</p> <p>In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.</p> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislation, codes, regulations and standards may include:

- Australian Communications Industry Forum (ACIF) standards and codes
- Australian Communications and Media Authority (ACMA) technical standards
- Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) electromagnetic radiation (EMR) standard

RANGE STATEMENT	
	<ul style="list-style-type: none"> • Australian building codes and regulations • Australian Standards • equal employment opportunity (EEO) and anti-discrimination legislation • enterprise standards • Privacy Act • Telecommunications Act • Telecommunications Industry Ombudsman • Trade Practices Act.
<i>Sources of information</i> may include:	<ul style="list-style-type: none"> • customers or clients • fellow employees • field staff • information databases • other effected individuals.
<i>Record information</i> may include:	<ul style="list-style-type: none"> • electronically based proformas • electronically based reports • hand written notes.
<i>Interview process</i> may include:	<ul style="list-style-type: none"> • face to face interview • informal discussion • telephone interview • text based information gathering.
<i>Analyse</i> may include:	<ul style="list-style-type: none"> • biographical analysis • comparative analysis • developing a hypothesis • geographical analysis • historical analysis • scenario generation.
<i>Reasoning process</i> may include:	<ul style="list-style-type: none"> • decision-making • deduction • problem solving techniques.
<i>Inferences</i> may include:	<ul style="list-style-type: none"> • estimates • explanations • probable interpretations • probable predictions.

Unit Sector(s)

Unit sector	Telecommunication
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Workplace effectiveness
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