



Australian Government

Department of Education, Employment and Workplace Relations

ICAS3031B Provide advice to clients

Release: 1

ICAS3031B Provide advice to clients

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to provide advice and support to clients including the communication of comprehensive technical information. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

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. Analyse client support issues	1.1. Check for new problems logged by client 1.2. Check previous logs for similar problems or requests from client 1.3. Investigate and document the support issues affecting the client 1.4. Notify client of the results of investigation and provide advice and support on findings 1.5. Obtain client feedback and make changes
2. Provide advice on software, hardware or network	2.1. Confirm software, hardware or network requirements with client 2.2. Investigate and document a solution 2.3. Document additional requirements discovered in the investigation and refer them to the client 2.4. Obtain approval from the client to implement the solution 2.5. Investigate and document the amount of technical support the client may require 2.6. Discuss and agree the level of technical support identified with the client 2.7. Arrange a time with the client when support will take place 2.8. Provide technical support as part of group or one-to-one instruction to the client 2.9. Provide manuals and help documentation to the client
3. Obtain client feedback	3.1. Create an appropriate evaluation or feedback form or other mechanism to gather feedback about the solution and support provided 3.2. Provide client with instructions on how to complete the form or use other means of providing feedback 3.3. Distribute the evaluation or feedback to the client 3.4. Review the feedback from the client to identify areas for improvement

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

- Writing macros and templates
- One-to-one instruction
- Client needs assessment methods
- Interpretation of technical manuals
- Verbal and non-verbal communication skills for conveying and clarifying complex information
- Customer service skills in a range of contexts at various levels

Required knowledge

- Operating systems supported by the organisation
- Advanced features and functions of software
- Information sources
- Contract and service agreements with vendors
- Operating systems functions and basic features
- Hardware and software supported by the organisation
- Features of different types of hardware
- Security and network guidelines and procedures
- Available in-house and vendor support

Evidence Guide

EVIDENCE GUIDE

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.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm the ability to convey comprehensive technical information to clients in a clear, concise and coherent manner. Assessment must confirm the ability to access technical manuals and help documentation and to convey this information to the client in a concise and jargon-free manner. Information conveyed enhances client efficiency.

To demonstrate competency in this unit the learner will require access to:

- Peers and supervisors for obtaining information
- Software, hardware and networks
- Helpdesk repository

Context of and specific resources for assessment

The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Assessment must ensure:

- Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints would be characteristic.
- Applications may involve some responsibility for

EVIDENCE GUIDE	
	others. Participation in teams including group or team coordination may be involved.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. - Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. - Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. An individual demonstrating this competency would be able to: - Demonstrate some relevant theoretical knowledge - Apply a range of well-developed skills - Apply known solutions to a variety of predictable problems - Perform processes that require a range of well-developed skills where some discretion and judgement is required

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	• Interpret available information, using discretion and judgement • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others • Maintain knowledge of industry products and services
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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.

Client may include but is not limited to:

- internal departments
- external organisations
- individual people
- employees

Advice and support may include:

- provision of client documentation
- manuals
- one-to-one training
- identification of training need for referral to supervisor
- documentation from vendor
- advice on software supported by the organisation, including but not limited to use of macros, statistical functions of spreadsheets, creation of templates, generation of a complex report on a database, password and log-on procedure
- advice on hardware supported by the organisation, including but not limited to printers, laptops, notebooks, CD-ROM, screens, disk drives, reconfiguration of settings, operation of scanners

RANGE STATEMENT	
Documentation may include:	• a collection of records that describe the structure, purpose, operation, maintenance and data requirements for a computer program, operating system or hardware device
Investigation may include:	• on-site examination • questions and answers • active listening to clients and colleagues • contacting vendor or maintenance organisations • reviewing technical advice about the organisation
Solution may include but is not limited to:	• new hardware • hardware upgrades • new software • software upgrades • user training • implementing a new system

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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