



Australian Government

Department of Education, Employment and Workplace Relations

ICAS5103B Establish and maintain client user liaison during support activity

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to liaise with client users while providing support. 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		
	ICAW4027B	Relate to clients on a business level

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. Identify support procedures	1.1. Identify support required by client 1.2. Review support call documentation to identify client contact person 1.3. Review service-level agreement (SLA) and appropriate procedures to determine action, and include escalation procedures 1.4. Verify support requirements with client contact
2. Undertake support	2.1. Provide support activity required by the client 2.2. Maintain communication with client contact throughout support activity by email, phone or other specific process 2.3. Document action taken for support activity 2.4. Acknowledge protocol differences during support activity
3. Gather feedback	3.1. Submit resolution documentation to client contact 3.2. Contact client contact to determine satisfaction with support process 3.3. Conduct follow-up action, as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- Teamwork skills involve the contribution to solutions and goals of a non-routine or contingency nature
- Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts
- Project planning skills in relation to scope, time, cost, quality, communications and risk management
- Negotiation skills in relation to other team members and applied to a defined range of predictable problems
- Report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas
- Customer service skills

REQUIRED SKILLS AND KNOWLEDGE**Required knowledge**

- Help desk and maintenance practices
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Role of stakeholders and degree of stakeholder involvement
- Client business domain
- System's current functionality
- Quality assurance practices

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 liaise with a client user while providing support coherent with the agreed standards.

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

- Service-level agreements
- Escalation procedure
- Documentation processes

Context of and specific resources for assessment

The breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination would be characteristic.

The demonstration of competency may also require self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.

Assessment must ensure:

- Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also 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

EVIDENCE GUIDE

	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 understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas • Analyse and plan approaches to technical problems or management requirements • Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations • Evaluate information, using it to forecast for planning or research purposes • Take responsibility for own outputs in relation to broad quantity and quality parameters • Take some responsibility for the achievement of group outcomes • Maintain knowledge of industry products and services

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.	
<i>Client</i> may include but is not limited to:	• internal departments • external organisations • individual people • employees
<i>Service-level agreement</i>	• May exist for many different infrastructure services, including communications carriers, ISPs, ASPs and SLAs for vendor products. • SLAs should consider business processes and requirements, clearly specify and quantify service levels, identify evaluation or audit of service levels. May include workload and performance considerations, expectations regarding servicing, penalties, and charge back to business units.
<i>Protocol</i>	• Each organisation has a defined protocol that can vary from encouraging open communication between staff to a strict following of policy and process.

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units		

Co-requisite units		

Competency field

Competency field	
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