



Australian Government

ICTICT209 Interact with ICT clients

Release: 1

ICTICT209 Interact with ICT clients

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to provide routine information and communications technology (ICT) support to clients in a professional manner.

It applies to individuals who, while working under a level of supervision, have responsibility in a frontline technical support capacity to exercise discretion and judgement using appropriate knowledge to provide assistance.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Deliver support to ICT clients	1.1 Provide support for ICT clients in a courteous and professional manner according to organisational policy 1.2 Establish and confirm nature of client's ICT concerns using active listening and questioning 1.3 Maintain client contact and provide progress information until the problem is resolved
2. Respond to ICT client complaints	2.1 Respond to ICT client's concerns and issues, demonstrating a positive, sensitive and helpful attitude 2.2 Escalate and refer client concerns to support person if required, explaining the nature of issues involved

ELEMENT	PERFORMANCE CRITERIA
	2.3 Resolve ICT client complaint using recommendations from the support person 2.4 Document and record ICT client concerns and solutions, according to organisational guidelines
3. Evaluate received ICT client complaints	3.1 Analyse recent ICT register 3.2 Propose proactive training to appropriate person

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	3.1	Evaluates textual information containing ICT specific terminology to establish proactive training needs
Writing	2.4	Completes documentation necessary for work tasks and reporting requirements by using clear, concise and accurate grammar and language, and relevant ICT terminology
Oral Communication	1.1-1.3, 2.1-2.3, 3.2	- Uses effective questioning and active listening techniques to elicit information and clarify client queries, concerns and complaints - Contributes to an effective working environment by communicating in a courteous manner and using clear, easy-to-understand and non-discriminatory language and behaviour
Navigate the world of work	1.1	Generally follows the explicit protocols immediately related to own role
Get the work done	1.3, 2.3, 3.1	- Recognises and responds to predictable routine problems related to role in the immediate work context - Uses the main features and functions of common digital tools in everyday work contexts

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalent status
ICTICT209 Interact with ICT clients	ICAICT209A Interact with ICT clients	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTICT209 Interact with ICT clients

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- provide routine information and communications technology (ICT) client support in a professional manner
- refer client concerns to support person if required, according to escalation procedures
- resolve client complaints
- document and record client concerns and solutions according to organisational guidelines.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list current industry accepted hardware and software products, and describe their general features and capabilities
- describe the ICT client business domain and business critical functions
- discuss the organisational systems and working environment
- outline organisational policies for external and internal client contact.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- a personal computer
- relevant organisational guidelines
- relevant documentation
- a site where routine ICT client support may be demonstrated.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>