



**Australian Government**

# **ICTICT219 Interact and resolve queries with ICT clients**

**Release: 1**

# ICTICT219 Interact and resolve queries with ICT clients

## Modification History

| Release   | Comments                                                                                                     |
|-----------|--------------------------------------------------------------------------------------------------------------|
| Release 1 | This version first released with ICT Information and Communications Technology Training Package Version 6.0. |

## 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 frontline technical support. It applies to those who exercise discretion and judgement to provide assistance to clients in an ICT environment.

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. Prepare to interact with clients              | 1.1 Determine ICT clients and communication methods according to organisational requirements<br>1.2 Establish and confirm nature of client's ICT query<br>1.3 Lodge client query according to organisational requirements<br>1.4 Determine query and complaint management process<br>1.5 Determine remediation options according to organisational requirements |
| 2. Respond to client queries                     | 2.1 Determine required remediation actions according to task requirements<br>2.2 Refer and escalate client query to required personnel<br>2.3 Plan resolution process according to task requirements                                                                                                                                                            |

| ELEMENT                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                    |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  | 2.4 Seek and respond to resolution process plan feedback from required personnel                                                                                                                                                                                        |
| 3. Finalise client query process | 3.1 Document and record resolution process according to organisational requirements<br>3.2 Communicate client query resolution with client according to task requirements<br>3.3 Respond and rectify client feedback<br>3.4 Seek final sign-off from required personnel |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

| SKILL                   | DESCRIPTION                                                                                                                                                                                                                     |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Oral communication      | <ul style="list-style-type: none"><li>Uses active listening and questioning techniques to elicit information and clarify client queries, concerns and complaints</li></ul>                                                      |
| Reading                 | <ul style="list-style-type: none"><li>Evaluates textual information containing ICT specific terminology to establish proactive training needs</li></ul>                                                                         |
| Writing                 | <ul style="list-style-type: none"><li>Prepare documentation outlining client query and resolution process according to organisational requirements using required grammar and language and applicable ICT terminology</li></ul> |
| Planning and organising | <ul style="list-style-type: none"><li>Plans a range of routine and some non-routine tasks, accepting stated goals and aiming to achieve them on time</li></ul>                                                                  |
| Problem solving         | <ul style="list-style-type: none"><li>Recognises and responds to predictable routine problems</li></ul>                                                                                                                         |
| Self-management         | <ul style="list-style-type: none"><li>Follows explicit protocols immediately related to own role</li></ul>                                                                                                                      |
| Technology              | <ul style="list-style-type: none"><li>Uses main features and functions of basic digital tools</li></ul>                                                                                                                         |

## Unit Mapping Information

Supersedes and is equivalent to ICTICT209 Interact with ICT clients.

## Links

Companion Volume Implementation Guide is found on VETNet -

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

# Assessment Requirements for ICTICT219 Interact and resolve queries with ICT clients

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## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify, record and document at least one client query
- remediate and communicate at least one solution to a client.

In the course of the above, the candidate must:

- comply with organisational requirements
- follow escalation procedures.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- industry standard hardware and software products and their general features and capabilities
- ICT client business domain and business critical functions
- organisational systems and working environment that may assist in interacting and resolving queries with ICT clients
- organisational policies that may assist in interacting and resolving queries with ICT clients.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- required hardware devices, software and documentation
- organisational guidelines.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

Companion Volume Implementation Guide is found on VETNet -

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