



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 1.2 Establish and confirm nature of client's ICT query 1.3 Lodge client query according to organisational requirements 1.4 Determine query and complaint management process 1.5 Determine remediation options according to organisational requirements
2. Respond to client queries	2.1 Determine required remediation actions according to task requirements 2.2 Refer and escalate client query to required personnel 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 3.2 Communicate client query resolution with client according to task requirements 3.3 Respond and rectify client feedback 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	• Uses active listening and questioning techniques to elicit information and clarify client queries, concerns and complaints
Reading	• Evaluates textual information containing ICT specific terminology to establish proactive training needs
Writing	• Prepare documentation outlining client query and resolution process according to organisational requirements using required grammar and language and applicable ICT terminology
Planning and organising	• Plans a range of routine and some non-routine tasks, accepting stated goals and aiming to achieve them on time
Problem solving	• Recognises and responds to predictable routine problems
Self-management	• Follows explicit protocols immediately related to own role
Technology	• Uses main features and functions of basic digital tools

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>

