



Australian Government

Assessment Requirements for ICTICT413 Relate to clients on a business level

Release: 1

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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:

- negotiate client support service provision
- formulate and document a service level agreement (SLA)
- implement the service level agreement
- meet client requirements for support service within quality, time, target performance and cost parameters.

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:

- discuss business practices, including:
 - change management
 - information gathering techniques
 - planning process, including development of information and communications technology (ICT) business solutions
 - the process for the preparation of reports
- outline the general features and vendor product directions of current industry accepted hardware and software products
- explain the legal principles of commercial contracts and service level agreements
- outline relevant organisational policies, plans and procedures, including contracting
- discuss theoretical concepts relating to negotiation and business relationships.

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:

- organisational policies, procedures and SLAs for the ICT industry
- contexts for negotiating SLAs
- current ICT hardware and software products.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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