



Australian Government

ICTICT608 Interact with clients on a business level

Release: 1

ICTICT608 Interact with clients on a business level

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 interact with clients at a management level.

It applies to individuals working as management personnel in a range of information and communications technology (ICT) areas who are responsible for maintaining client relationships.

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. Review client's business domain	1.1 Research organisational service standards, values and culture to understand the organisational environment 1.2 Investigate and document the goods and services provided by the organisation 1.3 Review current service level agreements (SLAs) if appropriate
2. Develop new business with client	2.1 Research client service needs and preferred level of service 2.2 Research opportunities for new business with client 2.3 Develop draft proposals to cover these new initiatives

ELEMENT	PERFORMANCE CRITERIA
3. Negotiate new business initiatives	3.1 Conduct a session with the client to present the new opportunities 3.2 Present proposals to the client in a clear, concise and comprehensive manner 3.3 Present proposed cost and timeframes to the client 3.4 Negotiate terms with the client and record alterations if required 3.5 Clarify areas of uncertainty or disagreement 3.6 Document agreement negotiated with the client
4. Monitor, adjust and implement procedures to maintain client focus	4.1 Assess progress in achieving new client initiatives 4.2 Gather client feedback to improve the proposals 4.3 Adjust service provided to the client based on client feedback and in line with organisational guidelines 4.4 Document changes to new provisions

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	1.1-1.3, 2.1, 2.2, 4.1, 4.2	Identifies, analyses and evaluates a range of complex information to identify relevant and key information
Writing	2.3, 3.6, 4.4	Uses plain English, appropriate grammatical structures and specialised terminology, diagrams and flow charts, logical document structures and formatting relevant to the job role and organisation to record document proposals and agreements
Oral Communication	1.1-1.3, 2.1, 2.2, 3.1-3.5, 4.1, 4.2	- Uses open questioning and effective listening techniques to elicit information, clarify requirements and conduct effective negotiations - Uses appropriate vocabulary, grammatical structure, voice tone, body language and reflective responses to build business relationships and present proposals

Numeracy	1.2, 1.3, 2.3, 3.3-3.5, 4.3, 4.4	Interprets numerical information and applies mathematical calculations and financial functions relating to time durations and projected costs
Navigate the world of work	1.3, 4.3	Recognises and responds to both explicit and implicit protocols within familiar work contexts and appreciates the importance of identifying and responding to organisational procedures
Interact with others	3.1, 3.2, 3.4	Invests considerable time and energy in building and maintaining effective working relationships within and beyond immediate work context, recognising and intuitively responding to the subtle and complex mix of factors at play in every interaction
Get the work done	1.1, 1.2, 2.1-2.3, 4.1	- Takes responsibility for defining key aspects of own workload, balancing own needs and priorities with new opportunities - Makes decisions quickly and intuitively in familiar situations requiring immediate attention, drawing on past experience to identify key variables, consider possible implications of different courses of action and determine the best course of action - Demonstrates a sophisticated understanding of principles, concepts, language and practices associated with the digital world - Demonstrates a sophisticated understanding of expectations, social protocols and online etiquette, intuitively selecting the appropriate channel, content and tone for diverse purposes and audiences

New Topic (129)

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT608 Interact with clients on a business level	ICAICT608A Interact with clients on a business level	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 ICTICT608 Interact with clients on a business level

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Performance Evidence

Evidence of the ability to:

- assemble a proposal for a new business initiative
- develop a strong awareness of the clients business
- present and negotiate a proposal with the client
- formulate and implement new business
- monitor and maintain client relationship and requirements of service.

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 relevant to understanding client needs, including:
 - change management
 - information gathering techniques
 - planning process, including development of information and communications technology (ICT) business solutions
 - preparation of reports
- identify current industry accepted hardware and software products relevant to client services and support, including:
 - general features and capabilities
 - vendor product directions
- identify and interpret legal principles of commercial contracts and service level agreements (SLAs)
- interpret organisational policies, plans and procedures, including contracting
- summarise the concepts of negotiation and the process for building 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 agreements and contracts
- current ICT hardware and software products.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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