



Australian Government

Assessment Requirements for ICTSAS204 Record client support requirements

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:

- log and record calls according to organisational policy and procedures
- prioritise and escalate client support requests according to organisational policy and procedures.

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:

- identify a range of software and hardware diagnostic tools
- describe organisational procedures for escalating issues
- describe maintenance procedures
- identify business scheduling requirements
- describe current business practices to prepare reports
- identify organisational procedures to rate and prioritise client requests
- identify roles and responsibilities of the information and communications technology (ICT) division.

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 systems administration and support field of work and include access to:

- sites where logging and client support may be recorded and prioritised
- client support history records

- organisational policy and procedures related to:
 - critical process
 - escalation procedures
 - logging procedures
 - prioritising client requests.

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>