



Australian Government

ICTSAS204 Record client support requirements

Release: 1

ICTSAS204 Record client support requirements

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 record, prioritise and escalate client support requests.

It applies to frontline technical support individuals who provide information and communications technology (ICT) client support in a small or large office environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

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. Log requests for support	1.1 Record client support requests and requirements according to organisational standards 1.2 Review client support history and details 1.3 Check the information and request for accuracy and urgency according to organisational standards
2. Prioritise support requests with appropriate personnel	2.1 Identify guidelines for prioritising or rating client requests 2.2 Prioritise client request based on its criticality or effect on business
3. Record support request	3.1 Document support request according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
	3.2 Refer requests to appropriate person or department for assistance

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	Interprets familiar textual information from a range of sources to identify and review practices and determine that appropriate standards have been maintained
Writing	1.1, 3.1, 3.2	Develops materials and resources using simple vocabulary to accurately convey and record client information according to requirements and standards
Navigate the world of work	1.1-1.3, 2.1-2.2, 3.1-3.2	Understands roles and responsibilities for task and makes basic decisions on work completion parameters in accordance with organisational standards
Interact with others	3.2	Identifies and takes steps to follow accepted communication practices and protocols
Get the work done	1.1-1.3, 2.1-2.2, 3.1-3.2	- Plans and implements routine tasks, aiming to achieve them efficiently - Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates the effectiveness of the outcome - Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS204	ICASAS204A	Updated to	Equivalent

Code and title current version	Code and title previous version	Comments	Equivalence status
Record client support requirements	Record client support requirements	meet Standards for Training Packages	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 ICTSAS204 Record client support requirements

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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

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