



Australian Government

Assessment Requirements for ICTSAS212

Record the requirements of client support requests

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 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- record, prioritise and escalate at least two client support requests from at least two different clients.

In the course of the above, the candidate must:

- log support requests resulting from tickets, phone calls, emails, video calls, automated requests or direct messages
- determine time sensitivity and importance of requests against business or client needs
- refer client support requests in line with business scheduling requirements
- follow up support request progression and client satisfaction.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational procedures for:
 - obtaining and documenting client support request
 - guidelines for prioritising and rating client requests
 - escalation processes and procedures
 - logging procedures
 - prioritising client requests
- frontline client support software, hardware diagnostic tools and maintenance procedures
- business scheduling requirements
- responsibilities of frontline technical client support
- business documentation and record-keeping practices.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- equipment, software and tools required to process and document requests
- client support requests and required documentation
- client support history records
- organisational policy and procedures for:
 - critical cases and escalation processes and procedures
 - escalation procedures
 - logging procedures
 - prioritising client requests.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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