



Australian Government

ICTSAS212 Record the requirements of client support requests

Release: 1

ICTSAS212 Record the requirements of client support requests

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to record, prioritise and escalate client support requests, using the required record-keeping and documentation practices.

It applies to those who provide frontline technical client support in small or large office environments. In this context, the individual is not expected to resolve the client support requests.

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 support requests	1.1 Obtain client support request according to organisational procedures 1.2 Document support request requirements and characteristics according to organisational procedures and client needs 1.3 Review client support history and details 1.4 Confirm request with client
2. Prioritise and progress support requests	2.1 Identify guidelines for prioritising and rating client requests according to business scheduling requirements 2.2 Determine the prioritisation, rating and timeframe of client request 2.3 Process client request according to business scheduling requirements

ELEMENT	PERFORMANCE CRITERIA
	2.4 Escalate requests to required personnel or department for action
3. Record support request outcome and seek feedback	3.1 Document support request outcome according to organisational procedures 3.2 Seek client satisfaction and request process feedback from required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	Interprets familiar textual information from a range of sources to identify and review practices and determine that standards have been maintained
Writing	Accurately records and completes documentation according to organisational formats and procedures
Teamwork	Identifies and takes steps to follow accepted communication practices and protocols
Planning and organising	- Understands roles and responsibilities for task and makes basic decisions, within familiar situations, on work completion parameters in accordance with organisational standards - Plans and implements routine tasks
Technology	Interprets the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS204 Record client support requirements.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTSAS212 Record the requirements of client support requests

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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

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