



Australian Government

ICTSAS305 Provide ICT advice to clients

Release: 1

ICTSAS305 Provide ICT advice to clients

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 provide information and communications technology (ICT) advice and support to clients, including the communication of comprehensive technical information.

It applies to frontline technical support individuals who work under a level of supervision but have responsibility for providing technical support.

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. Review client support issues	1.1 Check for new problems logged by client 1.2 Check previous logs for similar problems or requests from client 1.3 Investigate and document support issues affecting client 1.4 Notify client of the results of investigation and provide advice and support on findings 1.5 Obtain client feedback and make changes
2. Provide advice on software, hardware or	2.1 Confirm software, hardware or network requirements with client

ELEMENT	PERFORMANCE CRITERIA
network	2.2 Investigate and document a solution 2.3 Document additional requirements identified in the investigation and refer them to the client 2.4 Obtain approval from client to implement the solution 2.5 Investigate and document amount of technical support client may require 2.6 Discuss and agree level of technical support identified with client 2.7 Arrange time with client when support will take place 2.8 Provide technical support as part of group or one-to-one instruction to the client 2.9 Provide manuals and help documentation to client
3. Obtain client feedback	3.1 Create an appropriate evaluation or feedback form or other mechanism to gather feedback about solution and support provided 3.2 Provide client with instructions on how to complete form or use other means of providing feedback 3.3 Distribute evaluation or feedback to client 3.4 Review feedback from client to identify areas for improvement

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 , 1.5, 2.2, 2.5, 3.4	Interprets and evaluates information to compare technical specifications, identify areas of improvement and recognise solutions to new and emerging issues
Writing	1.3-1.5, 2.2, 2.3, 2.5, 2.9, 3.1-3.4	Uses written vocabulary, grammatical structures and conventions to accurately convey instructions and record complex information
Oral Communication	1.2, 1.4, 1.5, 2.1, 2.4-2.8	Participates in verbal exchange of ideas/solutions using detailed and clear language to contribute information for discussion and confirm client

		requirements Varies content, structure, style, tone and vocabulary to suit the needs of audiences
Interact with others	1.4, 1.5, 2.1, 2.3, 2.4, 2.6-2.9, 3.2, 3.3	- Participates in routine conversations directly relevant to role, responding and contributing in appropriate ways when providing advice to clients and receiving feedback - Shares information and resources, offers assistance voluntarily and provides feedback on others' work when providing client support
Get the work done	1-1-1.3, 1.5, 2.2-2.5, 2.7, 3.1-3.4	- Plans a range of routine, and some non-routine, tasks, accepting stated goals and aiming to achieve them efficiently when obtaining feedback from client - Implements actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues - Selects from a range of predetermined options in routine situations, identifying and taking some situational factors into account - Applies formal problem solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action - Understands key principles and concepts that underpin the design and operation of digital systems and tools

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS305 Provide ICT advice to clients	ICTSAS305A Provide IT advice to clients	Updated to meet Standards for Training Packages. Minor edit to the competency	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
		title.	

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 ICTSAS305 Provide ICT advice to clients

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Performance Evidence

Evidence of the ability to:

- investigate client support requests and provide a documented solution after consultation with client
- convey comprehensive technical information to clients in a clear, concise, jargon-free and coherent manner
- use technical manuals and ‘help’ documentation.

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 and describe the available in-house and vendor support
- explain contract and service agreements with vendors
- identify features of different types of hardware supported by the organisation
- identify sources of information relevant to the provision of services and support
- identify operating system:
 - functions and basic features
 - supported by the organisation
- identify and describe security and network guidelines and procedures
- identify the advanced features of software, including the functions and support provided by the organisation.

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:

- peers and supervisors for obtaining information
- relevant information sources
- technical records and documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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