



Australian Government

Assessment Requirements for ICTSAS411 Assist with policy development for client support procedures

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:

- evaluate and analyse existing client support policy and procedures
- create or update procedures for current or emerging needs
- elicit feedback and review proposed changes
- make recommendations on new changes
- update and maintain policies.

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:

- discuss current trends and issues in information and communications technology (ICT) relevant to client support
- describe the key features of the organisational guidelines for client maintenance and administration
- explain the key features of organisational policy for access and security
- describe the review process and its key stages.

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:

- special purpose tools, equipment and materials
- industry software packages

- sites, peers and supervisors to identify the extent and quality of the contribution required
- information about systems or networks to be supported
- technical manuals, tools and organisational guidelines
- current business requirements and documentation standards.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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