



Australian Government

Assessment Requirements for ICTSAS420 Provide first-level remote help desk support

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:

- identify the user difficulty and support required
- resolve first-level user support difficulties remotely
- demonstrate customer service skills
- obtain client feedback and document problem resolution.

Note: Evidence must be provided for at least TWO organisations/clients.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the key features of customer service policies and procedures
- identify and discuss the range of contexts where escalation procedures are required
- identify the work health and safety (WHS) procedures related to the work environment and organisational requirements
- describe user support policies of limited complexity related to known or commonly used options.

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 system administration and support field of work and include access to special purpose tools, equipment, materials and industry software packages including:

- customer service policies
- user support policies
- escalation procedures

- communications hardware.

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>