



Australian Government

Assessment Requirements for ICTSAS432 Identify and resolve client ICT problems

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:

- identify, record, prioritise and resolve a client ICT problem on at least two separate occasions.

In the course of the above, the candidate must:

- record and prioritise client support activities
- determine required resources for maintenance activities
- prioritise client ICT problems, using an impact analysis of the problem
- complete maintenance activities
- resolve client problems and escalate according to organisational guidelines and practices
- refer problems to third parties where required
- prepare, finalise and distribute maintenance report, including information about problems and resolution action
- provide advice to the client and seek and record client feedback
- store and dispose used components.

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:

- hardware and software products:
 - in use
 - supported by the organisation
- organisational procedures, including:
 - problem prioritisation
 - third party support and documentation

- maintenance procedures
- maintenance report preparation and distribution
- sustainable practices consistent with ICT industry
- environmental guidelines that may apply to identifying and resolving client ICT problems
- help desk or service desk structure and escalation procedures
- key functions and basic features of operating system
- organisational structure of workplace that may be relevant to identifying and resolving client ICT problems
- workplace security and network guidelines and procedures.

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:

- special purpose tools, equipment and materials for maintenance
- industry software packages
- a range of industry hardware, software and diagnostic tools
- technical records
- organisational guidelines
- vendor documentation.

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>