



Australian Government

Assessment Requirements for ICTSAS433 Update ICT client support procedures and assist with policy development

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:

- update ICT client support procedures and assist in the formulation of associated policy documents on at least one occasion.

In the course of the above, the candidate must:

- evaluate and analyse existing client support policy and procedures
- elicit feedback to be applied to support procedures and review proposed changes
- make recommendations for changes.

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:

- trends and issues in ICT client support
- policy and support recommendation and development practices
- organisational guidelines including:
 - client maintenance and administration
 - policy maintenance updates and key stages of the client review process
- organisational policy including:
 - access of procedures
 - security.

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:

- tools, equipment and materials for support procedures
- 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
- business requirements and documentation standards.

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>