



**Australian Government**

# **ICTSAS433 Update ICT client support procedures and assist with policy development**

**Release: 1**

# ICTSAS433 Update ICT client support procedures and assist with policy development

## Modification History

| Release   | Comments                                                                                                     |
|-----------|--------------------------------------------------------------------------------------------------------------|
| Release 1 | This version first released with ICT Information and Communications Technology Training Package Version 6.0. |

## Application

This unit describes skills and knowledge required to formulate and update Information and Communications Technology (ICT) client support procedures to be included within organisational policy.

It applies to experienced individuals who work under supervision and have a level of responsibility to ensure client policy development is completed to quality standards and requirements.

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. Determine policy support issues               | 1.1 Review client support procedures<br>1.2 Gather feedback from client detailing positive and negative aspects of their contact with the organisation<br>1.3 Gather feedback from user who executes client support procedures, detailing problems with methods |
| 2. Revise client support procedures              | 2.1 Determine feedback applicable to client support procedures<br>2.2 Create and update client support procedures<br>2.3 Forward new client support procedures to required                                                                                      |

| ELEMENT                                              | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      | personnel and seek and respond to client feedback                                                                                                                                                                                                                                                                                                             |
| 3. Provide recommendations for client support policy | 3.1 Evaluate client support policy feedback<br>3.2 Incorporate changes to client support policy<br>3.3 Determine impact of new policy on organisational guidelines and client interactions<br>3.4 Prepare report detailing changes in policy and impact on client and user<br>3.5 Forward report and updated policy to required personnel and obtain approval |
| 4. Update client support policy                      | 4.1 Amend policies and include new client support procedures<br>4.2 Issue new policies to clients and users according to organisational guidelines<br>4.3 Maintain policy updates according to organisational guidelines                                                                                                                                      |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

| SKILL                     | DESCRIPTION                                                                                                                                                                                                      |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading                   | <ul style="list-style-type: none"> <li>Interprets and analyses technical information and numerical data from different sources to determine requirements and complete required actions</li> </ul>                |
| Writing                   | <ul style="list-style-type: none"> <li>Develops and presents information logically and concisely, using required formats and clear and accurate language</li> </ul>                                              |
| Oral Communication        | <ul style="list-style-type: none"> <li>Confirms information and requirements, using effective communication techniques and industry standard technical language intended for audience and environment</li> </ul> |
| Numeracy                  | <ul style="list-style-type: none"> <li>Interprets, analyses and presents numeric information in documents and reports</li> </ul>                                                                                 |
| Initiative and enterprise | <ul style="list-style-type: none"> <li>Takes personal responsibility for maintaining policies as required by organisational guideline</li> </ul>                                                                 |
| Problem solving           | <ul style="list-style-type: none"> <li>Uses formal analytical thinking techniques for identifying issues and generating solutions, seeking input from others as required</li> </ul>                              |
| Teamwork                  | <ul style="list-style-type: none"> <li>Selects and uses required conventions and protocols when communicating with client and others in a range of work</li> </ul>                                               |

|                 |                                                                                                                                                                               |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | contexts                                                                                                                                                                      |
| Self-management | <ul style="list-style-type: none"><li>• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes</li></ul> |

## Unit Mapping Information

Supersedes and is equivalent to ICTSAS411 Assist with policy development for client support procedures.

## Links

Companion Volume Implementation Guide is found on VETNet -

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

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

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## 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.

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