



Australian Government

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.

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 1.2 Gather feedback from client detailing positive and negative aspects of their contact with the organisation 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 2.2 Create and update client support procedures 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 3.2 Incorporate changes to client support policy 3.3 Determine impact of new policy on organisational guidelines and client interactions 3.4 Prepare report detailing changes in policy and impact on client and user 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 4.2 Issue new policies to clients and users according to organisational guidelines 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	Interprets and analyses technical information and numerical data from different sources to determine requirements and complete required actions
Writing	Develops and presents information logically and concisely, using required formats and clear and accurate language
Oral Communication	Confirms information and requirements, using effective communication techniques and industry standard technical language intended for audience and environment
Numeracy	Interprets, analyses and presents numeric information in documents and reports
Initiative and enterprise	Takes personal responsibility for maintaining policies as required by organisational guideline
Problem solving	Uses formal analytical thinking techniques for identifying issues and generating solutions, seeking input from others as required
Teamwork	Selects and uses required conventions and protocols when communicating with client and others in a range of work

	contexts
Self-management	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes

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>