



Australian Government

Assessment Requirements for ICTSAS442 Provide first-level remote help desk support

Release: 1

Assessment Requirements for ICTSAS442 Provide first-level remote help desk support

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:

- resolve one first-level user support issue of an ICT system and one first-level change request of a different ICT system, for two separate clients.

In the course of the above, the candidate must:

- identify nature of the user difficulty and determine required support
- identify ICT system being used by client, such as:
 - software
 - hardware
 - network connection
 - application
- resolve first-level user support difficulties remotely
- demonstrate customer service skills
- engage with the client using a range of communication skills, such as:
 - active listening
 - questioning
 - clear and concise language
 - logical, plain English
- obtain client feedback and document problem resolution.

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:

- customer service policies and procedures
- contexts where escalation procedures are required

- organisational guidelines, including user support services
- work health and safety (WHS) procedures related to:
 - work environment
 - organisational requirements
- user support policies of limited complexity related to known or basic options.

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:

- client issues and change requests
- remote helpdesk hardware and software
- communications hardware
- customer service policies
- user support policies
- escalation procedures.

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>