



Australian Government

Assessment Requirements for ICTSAS509 Provide client ICT support services

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 1.0.

Performance Evidence

Evidence of the ability to:

- undertake support services, including:
 - identifying support requirements and procedures
 - client contact
 - documenting support provided
 - liaise with user to obtain feedback
 - act on feedback as appropriate.

Note: Evidence must be provided for at least TWO clients.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the client business domain and importance of client contact
- compare and contrast the key features and capabilities of current industry accepted hardware and software products
- explain help desk and maintenance practices
- describe quality assurance practices relating to information and communications technology (ICT) support
- discuss the role of stakeholders and degree of stakeholder involvement
- evaluate current system functionality
- describe the structure and purpose of service level agreements (SLAs).

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the systems administration and support field of work, and include access to:

- special purpose tools, equipment and materials
- industry software packages
- SLAs
- escalation procedure/s
- documentation processes.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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