



Australian Government

Assessment Requirements for ICTWOR306 Resolve technical enquiries using multiple information systems

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 2.0.

Performance Evidence

Evidence of the ability to:

- apply efficient computer usage to efficiently navigate relevant systems for the required information
- use effective interpersonal skills to develop a plan of action to deal with the enquiry
- develop agreement to resolve the enquiry
- accurately document all dealings for future reference and follow up resolution effectively.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

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

- explain a range of conflict resolution approaches
- identify database and spreadsheet concepts
- describe enterprise escalation policies and procedures
- identify enterprise information systems
- identify legislation, codes of practice and other formal agreements that directly impact on resolution processes
- outline typical issues and challenges that occur when dealing with clients in a telecommunications environment.

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 telecommunications – workplace effectiveness field of work and include access to:

- a client contact centre
- current client contact technologies
- relevant regulatory and equipment documentation that impacts on work activities.

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 guides are found in VETNet -

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