



Australian Government

ICTWOR306 Resolve technical enquiries using multiple information systems

Release: 1

ICTWOR306 Resolve technical enquiries using multiple information systems

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to remotely support the resolution of complex technical enquiries related to a product or service.

It applies to individuals in a call centre environment with a background in telecommunications and experience in client access networks and client infrastructure, including equipment and cabling, who use multiple information systems to both obtain and record client information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Telecommunications – workplace effectiveness

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Initiate contact with client	1.1 Apply all relevant legislation, codes, regulations and standards in resolution process 1.2 Receive and analyse enquiry to efficiently select initial course of action 1.3 Engage effectively with client to confirm initial referral details and propose initial course of action

2. Obtain information from multiple information systems	2.1 Identify information needs and sources of this information 2.2 Log on to and navigate relevant information systems efficiently 2.3 Record details of informant and enquiry in information systems according to enterprise requirements 2.4 Identify and verify information relevant to enquiry and its resolution with informant
3. Develop plan to resolve enquiry	3.1 Review critical information with informant and apply technical expertise to develop options for resolving enquiry 3.2 Consider all inputs and recommend course of action, including escalation 3.3 Negotiate suitable course of action with informant 3.4 Record details of course of action as required by enterprise information systems
4. Implement plan to resolve enquiry	4.1 Confirm negotiated course of action with informant prior to initiating actions and seek agreement on schedule of actions for longer term resolutions 4.2 Identify and initiate actions to be taken by technical support operator, informant or other parties 4.3 Contact informant to confirm success of planned actions 4.4 Record outcomes of resolution as required by information systems

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 2.4, 3.1, 3.2, 4.2	Recognises and interprets text to determine key information and specific requirements and responsibilities
Writing	1.3, 2.3, 2.4, 3.1, 3.3, 3.4, 4.1-4.4	Prepares specific information that conveys an understanding of outcomes and alternatives, and uses terminology appropriate to present to relevant personnel
Oral Communication	1.3, 2.4, 3.1, 3.3, 4.1-4.3	Participates in a verbal exchange of ideas and elicits the views and opinions of others by listening and questioning

		Articulates requirements and strategies clearly, distinctively and creatively, based on techniques and language appropriate to the audience and environment
Navigate the world of work	1.1	Takes personal responsibility for adherence to legal and regulatory requirements relevant to own work context
Interact with others	1.3, 2.4, 4.1, 4.3	Initiates and contributes to conversations with clients, responding, explaining, clarifying and expanding on ideas and information as required
Get the work done	1.2, 1.3, 2.2, 2.3, 3.1-3.3, 4.4	- Plans and implements client enquiry resolution, accepting stated goals and aiming to achieve them efficiently - Selects from a range of pre-determined options when determining action to be taken by others, identifying and taking situational factors into account - Applies formal problem solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action - Uses multiple digital information systems and tools to access, organise, analyse and display information relevant to role

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWOR306 Resolve technical enquiries using multiple information systems	ICTWOR3231A Resolve technical enquiries using multiple information systems	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTWOR306 Resolve technical enquiries using multiple information systems

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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

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