



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICTWOR3231A Resolve technical enquiries using multiple information systems**

**Release: 1**

## ICTWOR3231A Resolve technical enquiries using multiple information systems

### Modification History

Not Applicable

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit descriptor</b> | <p>This unit describes the performance outcomes, skills and knowledge required to remotely support the resolution of complex technical enquiries related to a product or service. The enquiry may be the result of an escalation.</p> <p>The resolution of the enquiry requires the use of multiple information systems to both obtain and record customer information. The informant may be the customer or another party to the enquiry, such as a field technician.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.</p> |
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### Application of the Unit

|                                |                                                                                                                                                                                                                                                                                 |
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| <b>Application of the unit</b> | <p>Technical staff who deal with customers and field technicians apply the skills and knowledge in this unit. This unit assumes a background in telecommunications with experience in customer access networks and customer infrastructure including equipment and cabling.</p> |
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### Licensing/Regulatory Information

Refer to Unit Descriptor

## Pre-Requisites

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|---------------------------|--|--|
| <b>Prerequisite units</b> |  |  |
|                           |  |  |
|                           |  |  |

## Employability Skills Information

|                             |                                          |
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| <b>Employability skills</b> | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

|                                                                   |                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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## Elements and Performance Criteria

| ELEMENT                                                | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Initiate contact with the customer                  | <ul style="list-style-type: none"><li>1.1. Apply all relevant <b>legislation, codes, regulations and standards</b> in the resolution process</li><li>1.2. Receive and analyse <b>enquiry</b> to efficiently select an initial course of action</li><li>1.3. Engage effectively with the <b>customer</b> to confirm initial referral details and propose an initial course of action</li></ul>                                                                                                           |
| 2. Obtain information from multiple information system | <ul style="list-style-type: none"><li>2.1. Identify information needs and the sources of this information</li><li>2.2. <b>Log on</b> to and navigate relevant <b>information systems</b> efficiently</li><li>2.3. Record details of the <b>informant</b> and the enquiry in <b>information</b> systems according to enterprise requirements</li><li>2.4. Identify and verify information relevant to the enquiry and its resolution with the informant</li></ul>                                        |
| 3. Develop a plan to resolve the enquiry               | <ul style="list-style-type: none"><li>3.1. Review critical information with the informant and apply technical expertise to develop options for resolving the enquiry</li><li>3.2. Consider all inputs and recommend a course of action including <b>escalation</b></li><li>3.3. Negotiate a suitable course of action with the informant</li><li>3.4. Record details of course of action as required by enterprise information systems</li></ul>                                                        |
| 4. Implement a plan to resolve the enquiry             | <ul style="list-style-type: none"><li>4.1. Confirm the negotiated course of action with the informant prior to initiating actions and seek agreement on a schedule of actions for longer term resolutions</li><li>4.2. Identify and initiate actions to be taken by the technical support operator, the informant or other parties</li><li>4.3. Contact informant to confirm the success of the planned actions</li><li>4.4. Record outcomes of resolution as required by information systems</li></ul> |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to provide advice and guidance to customers and technical field staff or to seek assistance
- literacy skills to read and interpret manuals, specifications, relevant enterprise policy and documentation
- negotiation skills to enable interaction with customer
- numeracy skills to interpret and evaluate different types of technical data
- planning and organisational skills to organise and prepare the resolution process
- problem solving skills to respond to complex customer challenges
- task management skills to work systematically with required attention to detail and adherence to all safety requirements
- technical skills to advise on a range of customer equipment and environments and to perform diagnostic procedures

**Required knowledge**

- computer keyboard usage
- computer literacy
- conflict resolution skills
- database and spreadsheet concepts
- enterprise escalation policy and procedures
- enterprise information systems
- interpersonal skills
- legislation, codes of practice and other formal agreements that directly impact on resolution processes
- typical issues and challenges that occur when dealing with customers in a telecommunications environment

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- navigate relevant systems for the required information
- develop a plan of action to deal with the enquiry
- develop agreement to resolve enquiry
- document all dealings for future reference
- follow up resolution effectively.

#### Context of and specific resources for assessment

Assessment must ensure:

- operational customer contact centre
- customer contact technologies currently used in industry
- relevant regulatory and equipment documentation that impact on work activities.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate developing a plan of action to deal with the enquiry
- direct observation of the candidate negotiating with informant to resolve the enquiry
- review of documented reports completed by the candidate for two different resolution issues
- oral or written questioning of the candidate to assess knowledge of resolution practices.

#### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- ICTWOR3232A Collect and analyse technical information.

Aboriginal people and other people from a non-English speaking background may have second language issues

**EVIDENCE GUIDE**

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Access must be provided to appropriate learning and assessment support when required.</p> <p>Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed.</p> <p>In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.</p> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p> |
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**Range Statement****RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Legislation, codes, regulations and standards*** may include:

- Australian Communications Industry Forum (ACIF) standards and codes
- Australian Communications and Media Authority (ACMA) technical standards
- Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) electromagnetic radiation (EMR) standard
- Australian building codes and regulations
- Australian standards
- equal employment opportunity (EEO) and anti-discrimination legislation
- enterprise standards
- Privacy Act
- Telecommunications Act

| <b>RANGE STATEMENT</b>                  |                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | <ul style="list-style-type: none"> <li>• Telecommunications Industry Ombudsman</li> <li>• Trade Practices Act.</li> </ul>                                                                                                                                                                                                                                 |
| <b>Enquiry</b> may include:             | <ul style="list-style-type: none"> <li>• a request for help in using, a service, product or process from a:               <ul style="list-style-type: none"> <li>• customer</li> <li>• other party with an interest in the service, product or process</li> <li>• retail sales person</li> <li>• technician</li> </ul> </li> <li>• complaints.</li> </ul> |
| <b>Customer</b> may include:            | <ul style="list-style-type: none"> <li>• beneficiary of a service, product or process</li> <li>• parties external to the organisation</li> <li>• parties internal to the organisation</li> <li>• purchaser of a service, product or process</li> <li>• user of a service, product or process.</li> </ul>                                                  |
| <b>Log on</b> may include use of:       | <ul style="list-style-type: none"> <li>• hardware</li> <li>• password</li> <li>• software features</li> <li>• user name.</li> </ul>                                                                                                                                                                                                                       |
| <b>Information systems</b> may include: | <ul style="list-style-type: none"> <li>• database application</li> <li>• spreadsheet application.</li> </ul>                                                                                                                                                                                                                                              |
| <b>Informant</b> may include:           | <ul style="list-style-type: none"> <li>• a buyer</li> <li>• current user</li> <li>• party external to the organisation</li> <li>• party internal to the organisation</li> <li>• technician maintaining a service</li> <li>• technician repairing a product.</li> </ul>                                                                                    |
| <b>Information</b> may include:         | <ul style="list-style-type: none"> <li>• details required from core business systems</li> <li>• details required to complete a transaction or process</li> <li>• specific details requested by a customer</li> <li>• specific details requested by others.</li> </ul>                                                                                     |
| <b>Escalation</b> may relate to:        | <ul style="list-style-type: none"> <li>• failure to resolve a complaint</li> <li>• further circumstances that need to be explored</li> <li>• lack of response to a complaint in given timeframe</li> <li>• previous investigation failed to bring resolution satisfactory to all parties.</li> </ul>                                                      |

**Unit Sector(s)**

|                    |                   |
|--------------------|-------------------|
| <b>Unit sector</b> | Telecommunication |
|--------------------|-------------------|

**Co-requisite units**

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| <b>Co-requisite units</b> |  |  |
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**Competency field**

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| <b>Competency field</b> | Workplace effectiveness |
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