

Training Package	Information Technology ICA99	Unit Code
Title:	Interact with clients	ICAITS009B
Unit Descriptor	This unit expresses the competency required to provide routine client support in a professional manner, with exceptions being referred.	HSC Indicative Hours: 15
Field/Stream	Support Information Technology	
Related Competency Standards	The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit, some include the Project Management, Implementation, Use, Documentation and Teamwork functional areas.	

Key Competencies							
Collect, Analyse, and Organise Information	Communicate Ideas and Information	Plan and Organise Activities	Work with Others and in Teams	Use Mathematical Ideas and Techniques	Solve Problems	Use Technology	Cultural Understandings
2	2	2	2	1	2	2	2

Related learning for the HSC	Resources that may be used for in training and assessment for this unit
<p>Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include:</p> <ul style="list-style-type: none"> • English • Business Studies • Business Services (Administration) Curriculum Framework • Tourism and Hospitality Curriculum Framework 	<ul style="list-style-type: none"> • Non-endorsed materials for ICAITS009B • National Communications Module NCS018 – Dealing with customers and clients • Enterprise documents relating to dealing with clients/client service policies • Materials developed by Registered Training Organisations • Various commercially produced materials including textbooks and computer tutorials

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Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
1. Deliver support to clients	<ol style="list-style-type: none"> 1. Communication is conducted with clients in a courteous and professional manner, according to organisational policy 2. Routine client support requirements are acted on, or referred to supervisor according to organisational policy 3. Client contact is maintained until problem is actioned 	<ul style="list-style-type: none"> • General principles of EEO and anti-discrimination • General understanding of systems, organisational • Current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas • Detailed knowledge of the operating system • Broad general knowledge of the client business domain and business critical functions • Principles of ethical work practice • Organisational policies in regard to external and internal client contact 	<p>Critical aspects of assessment</p> <p>Assessment must confirm ability to provide routine client support in a professional manner, with exceptions being referred to appropriate area as they occur, according to escalation procedures.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • customer service policies • line management, organisational charts • escalation procedures • internal and external clients • prioritising • business critical functions • critical paths in a project management schema • inquiry procedures, including referral and follow up • complaint procedures, including referral and follow up • basic conflict/dispute resolution strategies

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Respond to client complaints	<ol style="list-style-type: none"> 1. A positive, helpful attitude to clients when handling complaints is conveyed 2. Complaints are handled sensitively, courteously and with discretion 3. Active listening and questioning is used to establish and confirm the nature of complaint with the client 4. Action to resolve client complaint to client satisfaction is taken wherever possible or promptly referred to supervisor 	<ul style="list-style-type: none"> • Customer service skills in relation to client support procedures • Handling difficult clients skills in relation to client support procedures • Conflict resolution skills in relation to client support procedures • Low level training needs analysis skills • Verbal and non-verbal communication is appropriate to the work environment • Decision-making skills applied to a limited range of options 	<p>Interdependent units of assessment</p> <p>The interdependence of units of competency for assessment will vary with the particular project of scenario. This unit has importance to a range of IT services and should therefore be assessed in a holistic manner with the technical/support units.</p>	<p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • the development of action plans that could be implemented to address a range of possible client inquiry and complaint scenarios that could be directed to it personnel • setting priorities where conflicting interests are present • recording the key points/issues in a range of conversational settings • interpreting a variety of trouble shooting charts/diagrams/tables.
3. Convey information and ideas to people	<ol style="list-style-type: none"> 1. Ideas and suggestions are expressed clearly to clients 2. Problems and concerns are relayed to the supervisor 3. Supervisor's recommendations are acted on 	<ul style="list-style-type: none"> • Questioning and active listening are employed to clarify information • Problem-solving skills for a defined range of predictable problems • ICAITTW002B • ICAITD003B 		

Resources	Peers and supervisors for obtaining information on the extent and quality of the contribution made.
Consistency	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.
Context	<p>Work is carried out under direct supervision. An individual demonstrating these competencies would be able to:</p> <ul style="list-style-type: none"> • demonstrate knowledge by recall in a narrow range of areas • demonstrate basic practical skills, such as the use of relevant tools • perform a sequence of routine tasks given clear direction, and • receive and pass on messages/information. <p>This competency can be assessed in workplace or in a simulated environment.</p>
Range of Variables	
Variable	Scope
Organisational	Variables may include, but are not limited to: client service standards; complaints handling policy; client liaison; polity
Clients	Variables may include, but are not limited to: internal and external, new and regular clients; people from a range of social, cultural or ethnic backgrounds; seniority of clients; communication styles of clients
Problems	Include routine individual problems that may effect the immediate work environment.
Literacy skills	With regard to workplace documentation.
Client user	May be a department within the organisation or a third party. Consequently, the relationship and ease of access will vary.
Documentation and reporting	Audit trails, naming standards, version control.
OH&S standards	As per company, statutory and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency.
Organisational standards	May be based upon formal, well-documented methodologies or non-existent. For training delivery purposes, best practice examples from industry will be used.