

Training Package	Information Technology ICA99	Unit Code
Title:	Record client support requirements	ICAITS016B
Unit Descriptor	This unit expressed the competency required to record, prioritise and escalate client support requests.	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
1	1	1	1	1	1	1	1

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 Services (Administration) Curriculum Framework Tourism and Hospitality Curriculum Framework 	<ul style="list-style-type: none"> Non-endorsed materials for ICAITS016B National Communications Module NCS001 – Workplace Communication National Information Technology Module ITC201 – Computer Hardware Fundamentals 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. Log requests	<ol style="list-style-type: none"> 1. Client requests for assistance are logged according to clients support requirements 2. Calls are logged according to critical ratings and impact on business 3. Organisational guidelines regarding critical ratings are followed 4. Information is checked for accuracy and urgency according to organisation guidelines 	<ul style="list-style-type: none"> • Organisational procedures for critical ratings • A broad knowledge base incorporating some theoretical concepts of escalation procedures • General understanding of systems, organisational • Roles and responsibilities of IT division • A broad knowledge base of maintenance procedures • Business scheduling requirements • Current business practices in relation to preparing reports • A broad knowledge base incorporating some theoretical concepts of diagnostic tools 	<p>Critical aspects of assessment</p> <p>Assessment must confirm the ability to accurately log calls according to organisational critical rating/urgency policy and by recording, prioritising and escalating client support requests according to organisational policy and procedures.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • help desk, support procedures • client/user inquiry logging system • escalation procedures, prioritising • trouble shooting procedures • mission critical systems • audit trails • conflict resolution

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Prioritise requests	<ol style="list-style-type: none"> 1. Requests are prioritised according to guidelines or identified critically on impact of the business 2. Requests are referred to appropriate person for assistance 3. Escalation procedures of organisation are followed 	<ul style="list-style-type: none"> • Literacy skills in regard to general workplace documentation • General customer service • Decision-making in a limited range of options • Questioning and active listening in clarifying client requirements • Basic analytical skills for questioning and gathering information • Customer service skills in relation to receiving requests for assistance • Handling difficult clients skills in relation to receiving requests for assistance • Conflict resolution skills in relation to receiving requests for assistance 	<p>Interdependent units of assessment</p> <p>The interdependency of units of competency for assessment will vary with the particular project or 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 use of help desk (call tracking) software to record and manage client inquiries • taking telephone calls to log client inquiries • using diagnostic questioning techniques to establish the nature of a problem • interpreting a variety of troubleshooting charts/diagrams/tables.

Resources	Competency is to be assessed through practical demonstration or performance. Peers and supervisors for obtaining information on the extent and quality of the contribution made.
Consistency	Competency 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 the workplace or in a simulated environment.</p>
Range of Variables	
Variable	Scope
Organisation	Variables may include, but are not limited to: security procedures; logged call procedures; critical ratings policy; client liaison policy; escalation procedures.
Communication	Variables may include, but are not limited to: written communication may involve both hand written and printed material, internal memos, electronic mail; oral communication may include answering telephone calls, voice mail, answering services, requests from supervisor and informal discussion. The complexity of oral and written communications may vary.
Tools	Tools to record requests such as database, paper forms.
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 of non-existent. For training delivery purposes, best practice examples from industry will be used.