CATAPULT

ICTICT219

Interact and resolve queries with ICT clients

Table of Contents (Extract)

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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit ICTICT219.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/ICTICT219/

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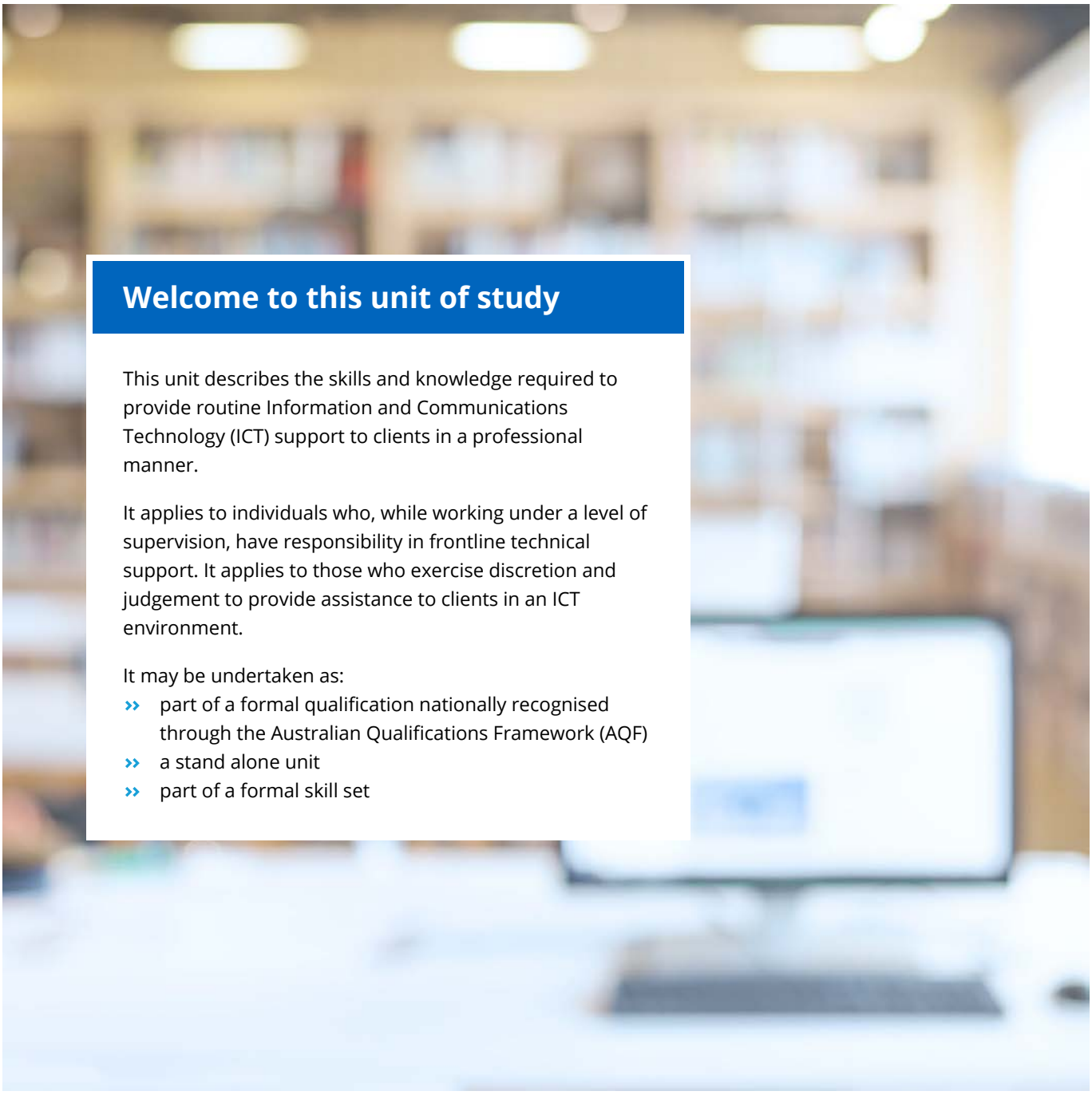
Trainer/assessor guide

ICTICT219
Interact and resolve queries with ICT clients



Welcome to this unit of study

This unit describes the skills and knowledge required to provide routine Information and Communications Technology (ICT) support to clients in a professional manner.

It applies to individuals who, while working under a level of supervision, have responsibility in frontline technical support. It applies to those who exercise discretion and judgement to provide assistance to clients in an ICT environment.

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set

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Contents

About this trainer/assessor guide **4**

Learning resource **5**

Topic 1: Prepare to interact with clients 5

Clients and communication methods 5

Establish and confirm nature of queries 7

Lodge client queries 9

Query and complaint management processes 10

Remediation options 12

Check your understanding 13

Topic 2: Respond to client queries 15

Remediation actions 15

Referring and escalating queries 16

Planning the resolution process 18

Seek and respond to feedback 19

Check your understanding 21

Topic 3: Finalise client query process 23

Document and record resolution processes 23

Communicate resolution to client 24

Respond to rectify client feedback 25

Seek final sign-off 27

Check your understanding 29

References 31

Assessment workbook **33**

Unit information 35

What is competency-based assessment? 36

How will my competency be assessed? 37

Assessment agreement 38

Foundation skills checklist 39

Skills recognition **40**

Topic 1: Prepare to interact with clients 41

Topic 2: Respond to client queries 42

Topic 3: Finalise client query process 43

Knowledge questions **44**

Topic 1: Prepare to interact with clients 45

Topic 2: Respond to client queries 50

Topic 3: Finalise client query process 54

Topic 4: Specific knowledge evidence 58

Performance tasks **62**

Third party evidence collection agreement 63

Topic 1: Prepare to interact with clients 64

Topic 2: Respond to client queries 66

Topic 3: Finalise client query process 68

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Completion record **70**
Unit mapping **71**
Trainer/ assessor user instructions **73**

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- Prepare to interact with clients
- Respond to client queries
- Finalise client query process

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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