**Purpose**

The Student Assessment Guide provides you with information on how the assessment for this unit will be conducted and the assessment evidence you will need to provide that demonstrates your competency in the unit.

**1. Unit and VET Lecturer Details**

|  |  |
| --- | --- |
| **Unit Code** | ICTSAS305 |
| **Unit Title** | Provide ICT advice to clients |
| **VET Lecturer Name** |  |
| **Location** |  |
| **Phone** |  |
| **Email** |  |
| **Application** | This unit describes the skills and knowledge required to provide information and communications technology (ICT) advice and support to clients, including the communication of comprehensive technical information.  It applies to frontline technical support individuals who work under a level of supervision but have responsibility for providing technical support.  No licensing, legislative or certification requirements apply to this unit at the time of publication. |

**2. Assessment Information**

**Disclaimer**

Charles Darwin University is collecting information for the purpose of assessing students. Only CDU authorised staff have access to this information. If required for audit purposes, your details may be forwarded to officers from Australian Skills Quality Authority, Australian Government’s national regulator for the vocational education and training sector or other technical experts/advisors. If you are an apprentice/trainee, your personal information, attendance details, progress and results will be disclosed to your employer. If you are under the age of 18 years your personal information, attendance details and results may be disclosed to your parent/guardian. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law.

|  |  |  |
| --- | --- | --- |
|  | **Written Answer Questions Assessment** | |
|  | | |
| **Assessment Task Number:** Part A | | |
| **Student Name:** | | **Student Number:** |
| **VET Lecturer/Assessor Name:** Michael Tsakrios | | |
| **Unit Code:** ICTSAS305 | **Unit Title:** Provide ICT advice to clients | |
| **Due Date:** | **Date Submitted:** | **Number of attempts allowed:** 2 |
| **Instructions to Student** | | |
| To successfully demonstrate competency, you must:  The questions may be completed on your personal computer in class or in Learner support using MS Word or at home.  They must be submitted to your lecturer by the due date via email to our generic address:  [ICT.submit@cdu.edu.au](mailto:ICT.submit@cdu.edu.au)  The subject line must contain the student number, unit code and lecturers name  Assessment Part A may be completed without supervision, however the lecturer may ask additional questions if deemed necessary for authenticity.  Students may use the supplied notes to answer questions and complete tasks. They may also use the internet for research. | | |
| **Reasonable Adjustment** | | |
| The assessor must record any adjustment made available to the student for this assessment– e.g. written assessment given orally, time extensions, etc. | | |
| **Student Declaration** | | |
| I declare that no part of this assessment/assignment has been copied from any other person's work, except where due acknowledgment is made in the text, and no part of this assessment/assignment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.  **Student Signature: Date:** | | |

| **Questions** | **Correct** | |
| --- | --- | --- |
| **Y** | **N** |
| **Question 1:**  How are incoming client support issues received and logged within your workplace? | □ | □ |
| **Question 2:**  Why is it important to check for previous issues logged by the same client when a support requirement is received? | □ | □ |
| **Question 3:**  How are previous support issues relating to the current client located within your workplace? | □ | □ |
| **Question 4:**  What is the process for the completion of the following support requirements:   * Documentation of support issues * Investigation of support issues (include location of support tools) * Notification to clients regarding support issues | □ | □ |
| **Question 5:**  Outline the steps you would undertake to identify the support requirements of the client. | □ | □ |

|  |  |  |
| --- | --- | --- |
| **Question 6:**  During the initial contact with client what are the first steps for identify faults in the following areas?   * Hardware faults * Software issues * Network faults | □ | □ |
| **Question 7:**  Explain the process undertaken to document proposed solutions prior to escalation within your workplace. | □ | □ |
| **Question 8:**  What steps are undertaken if the problem identification process uncovers another unrelated issue? | □ | □ |
| **Question 9:**  Why is it important to obtain approval from the client prior to the undertaking of any resolution process? | □ | □ |
| **Question 10:**  If a problem cannot be solved quickly and needs to be escalated, what is the process to follow? | □ | □ |
| **Question 11:**  How can Service Level Agreements and Severity Levels affect the amount of support a client receives? | □ | □ |
| **Question 12:**  Some issues are due to the client not understanding how the equipment is to be used. In this case there is a need for more/better client training. What is the process to follow in these cases? | □ | □ |
| **Question 13:**  List two (2) ways that manuals and/or user documentation assist the support area in the resolution of client support issues. | □ | □ |
| **Question 14:**  Explain the importance of gaining client feedback on the support processes undertaken by a support area. | □ | □ |
| **Question 15:**  List three (3) methods that could be utilised to gain client feedback within your workplace. | □ | □ |
| **Question 16:**  How are client feedback tools and instructions for use distributed to clients within your workplace? | □ | □ |
| **Question 17:**  Describe how data received from client feedback can be utilised to improve the support process of your workplace. | □ | □ |

|  |
| --- |
| **Assessor Feedback: Attempt number 1  2**  **Successful  Not Successful** |
| **Assessor Signature: Date:** |
| I have received feedback on my performance:  **Student Signature: Date:** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Project Assessment** | | |
|  | | | |
| **Assessment Task Number:** Part B | | | |
| **Student Name:** | | | **Student Number:** |
| **VET Lecturer/Assessor Name:** | | | |
| **Unit Code:** ICTSAS305 | | **Unit Title:** Provide ICT advice to clients | |
| **Due Date:** | | **Date Submitted:** | **Number of attempts allowed:** 2 |
| **Instructions to Student** | | | |
| To successfully demonstrate competency you must:  The project may be completed on your personal computer in class or in Learner support using MS Word or at home. Any existing workplace documents may be used but the source of the document must be acknowledged  Files created or used for the project must be submitted to your lecturer by the due date in a zipped file via email to our generic address:  [ICT.submit@cdu.edu.au](mailto:ICT.submit@cdu.edu.au)  The subject line must contain the student number, unit code and lecturers name.  **Using the Operations Manual provided (You Break IT, We Fix IT) write a scripted conversation for three (3) separate incidents outlined below. Also record the information on the ICT30115 Job card.**  Incidents:   * Bronze customer with a printer which has a paper jam * Silver customer who has just received an Outlook error message saying that Outlook is out of storage but has not received or sent any emails today. * Gold customer who wants to upgrade their wireless internet from ADSL to NBN. | | | |
| **Reasonable Adjustment** | | | |
| The assessor must record any adjustment made available to the student for this assessment– e.g. written assessment given orally, time extensions, etc. | | | |
| **Student Declaration** | | | |
| I declare that no part of this assessment/assignment has been copied from any other person's work, except where due acknowledgment is made in the text, and no part of this assessment/assignment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.  **Student Signature: Date:** | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Items to Submit** | | **Requirements** | **S** | **U** |
| 1. | Create three (3) scripted conversation between a client and a support officer which documents a support interaction on an issue covered in the operations manual provided | Ensure that the following actions/behaviours have been completed satisfactorily:   * Support Officer Name * Client Name * Client Contact Details * Problem Logged correctly * Previous activity checked * Support issue effectively clarified with client: * Appropriate language and mannerisms used: * Supporting documentation utilised: * Solution found and documented: * Additional issues found: * Client approval gained for resolution process: * SLA and escalation policies followed: * Training and/or documentation requirements identified and provided: * Agreement and clarification gained from client: * Client feedback sought * Client agreement sought   Client level of satisfaction sought | □ | □ |
| 2 | Three (3) logged job cards | Filled out appropriately for the job. Where the job is escalated there is sufficient information for the next technician to complete the job without referring back to the client. | □ | □ |

|  |
| --- |
| **Assessor Feedback: Attempt number 1  2**  **Successful  Not Successful** |
| **Assessor Signature: Date:** |
| I have received feedback on my performance:  **Student Signature: Date:** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **Project Assessment** | | | | | |
|  | | | | | | | | |
| **Assessment Task Number:** Part C | | | | | | | | |
| **Student Name:** | | | | | | **Student Number:** | | |
| **VET Lecturer/Assessor Name:** | | | | | | | | |
| **Unit Code:** ICTSAS305 | | | | **Unit Title:** Provide ICT advice to clients | | | | |
| **Due Date:** | | | | **Date Submitted:** | | **Number of attempts allowed:** 2 | | |
| **Instructions to Student** | | | | | | | | |
| To successfully demonstrate competency you must:  The project may be completed on your personal computer in class or in Learner support using MS Word or at home. Any existing workplace documents may be used but the source of the document must be acknowledged  Files created or used for the project must be submitted to your lecturer by the due date in a zipped file via email to our generic address:  [ICT.submit@cdu.edu.au](mailto:ICT.submit@cdu.edu.au)  The subject line must contain the student number, unit code and lecturers name.  Create a tool that can be used to gain feedback from clients in your workplace. The tool must satisfy the following:   * Feedback must be obtained about the solution and support provided * The tool must include instructions on how to use the tool * Information must be included on how the tool will be distributed   The tool must provide a mean to analyse the information. | | | | | | | | |
| **Reasonable Adjustment** | | | | | | | | |
| The assessor must record any adjustment made available to the student for this assessment– e.g. written assessment given orally, time extensions, etc. | | | | | | | | |
| **Student Declaration** | | | | | | | | |
| I declare that no part of this assessment/assignment has been copied from any other person's work, except where due acknowledgment is made in the text, and no part of this assessment/assignment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.  **Student Signature: Date:** | | | | | | | | |
| **Items to Submit** | | | | **Requirements** | | **S** | **U** | |
| 1. | Create a tool that can be used to gain feedback from clients in your workplace. The tool must satisfy the following:   * Feedback must be obtained about the solution and support provided * The tool must include instructions on how to use the tool * Information must be included on how the tool will be distributed   The tool must provide a mean to analyse the information. | | | Ensure the tool satisfies the following:   * Feedback must be obtained about the solution and support provided * The tool must include instructions on how to use the tool * Information must be included on how the tool will be distributed   The tool must provide a mean to analyse the information. | | □ | □ | |