**Purpose**

The Unit Outline provides students with information on how the training and assessment for this unit will be conducted.

**1. Unit and VET Lecturer Details**

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| --- | --- |
| **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. |
| **Attendance Details** | It is recommended that students attend all sessions – attendance does not form part of assessment. |
| **Pre-requisite unit** | Nil |
| **Co-requisite unit** | Nil |
| **Work Health and Safety Instructions** | It is a requirement when on campus that you follow the WH&S guidelines of the University found in the [VET Student Guide.](http://www.cdu.edu.au/sites/default/files/mace/docs/VET-student-guide.pdf)  (http://www.cdu.edu.au/sites/default/files/mace/docs/VET-student-guide.pdf)  It is expected that you will adhere to the Work Health and Safety policies and when working in the office environment ergonomic principles must be observed. |

**2. Student Information**

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| **Student Support** | Student Administration and Equity Services provide general counselling; complaint resolution; equity information, assistance and support; disability support; indigenous academic support; international student support; language, literacy and numeracy support; student accommodation.  More information is available at:  [Student Services](http://www.cdu.edu.au/studentservices/) (http://www.cdu.edu.au/studentservices/) or  [VET Student Guide.](http://www.cdu.edu.au/sites/default/files/mace/docs/VET-student-guide.pdf)  (http://www.cdu.edu.au/sites/default/files/mace/docs/VET-student-guide.pdf) |
| **Recognition of Prior Learning (RPL)** | If you believe you already have the knowledge and skills to be able to demonstrate competence in this unit speak with your VET Lecturer as you may be able to apply for [Recognition of Prior Learning](http://www.cdu.edu.au/prospectivestudents/studyingatcdu/pathwaystostudy-rpl) (RPL).  (http://www.cdu.edu.au/prospectivestudents/studyingatcdu/pathwaystostudy-rpl) |
| **Reasonable Adjustments** | In the event that you have difficulty understanding or completing the training or assessment due to a disability, language barrier or other difficulties, notify your lecturer as soon as possible. You will be able to discuss with your VET lecturer ways to make reasonable adjustments to the training and assessment process. For example, it may be possible to complete a written assessment verbally, use assistive technologies or have the environment and resources adapted. |
| **Academic Appeals and Complaints Resolution** | If you require an extension of time, special consideration, or appeal against a final result in a unit, you should speak directly to your VET Lecturer. If you are unable to satisfactorily resolve your concern you should refer to the CDU Student Handbook for the process and/or contact:  [Student Administration and Equity Services](http://www.cdu.edu.au/saes) (http://www.cdu.edu.au/saes) or  [Complaints Management Unit.](http://www.cdu.edu.au/strategicservices-governance/complaints) (http://www.cdu.edu.au/strategicservices-governance/complaints). |

**3. Unit Outcomes**

On completion of this unit you will be able to:

* Review client support issues
* Provide advice on software, hardware or network
* Obtain client feedback

You will demonstrate this by showing that you can:

* Investigate client support requests and provide a documented solution after consultation with client
* Convey comprehensive technical information to clients in a clear, concise, jargon-free and coherent manner
* Use technical manuals and ‘help’ documentation.

And that you have the required knowledge too safely and effectively:

* identify and describe the available in-house and vendor support
* explain contract and service agreements with vendors
* identify features of different types of hardware supported by the organisation
* identify sources of information relevant to the provision of services and support
* identify operating system:
  + functions and basic features
  + supported by the organisation
* identify and describe security and network guidelines and procedures
* identify the advanced features of software, including the functions and support provided by the organisation.

**4. Unit Delivery Plan**

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| --- | --- | --- | --- |
| **Session name** | **Learning topic/activity** | **Resources required by students** | **Assessment task** |
| 1 | Introduction and housekeeping.  Hand out the unit information, and peruse each section with the group.  Discuss RPL and grievance procedures.  Service level agreements, investigating and documenting client issues, providing clients with support and advice. | PC, Work Book provided on USB | All assessment parts distributed |
| 2 | Obtaining approvals, technical documentation, discuss different levels of technical support, correct procedure to close and document a solution. | PC, Work Book provided on USB |  |
| 3 | Documentation for evaluating customer feedback, review feedback and identify areas for improvement. | PC, Work Book provided on USB | Assessment Part A due Close of Business (COB) session 3. |
|  |  |  | Assessment Part B and C due  one week after the final session (session 3). |

Your VET lecturer will provide you with a timetable and session plan which contains specific dates, times and locations of the delivery for this unit as well as information about how changes to the timetable will be communicated.

**5. Assessment Summary**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Assessment number** | **Assessment task name** | **Resources required by students** | **Due date** | **Number of assessment attempts allowed** |
| Part A | Written Answer Questions Assessment | PC, Work Book provided on: <https://ict30115.brambling.cdu.edu.au/provide.html> |  | 2 |
| Part B | Project Assessment | PC, Work Book and Operations Manual provided on: <https://ict30115.brambling.cdu.edu.au/provide.html> |  | 2 |
| Part C | Project Assessment | PC, Work Book provided on: <https://ict30115.brambling.cdu.edu.au/provide.html> |  |  |

Additional information about the assessment tasks will be provided to you by your lecturer in a Student Assessment Guide. The assessment tasks have been mapped to the Training Package units of competency and meet all the elements, performance and knowledge evidence and assessment conditions. More information on this unit can be found at [Training.gov.au.](http://training.gov.au/Home/Tga) (http://training.gov.au/Home/Tga).

If you cannot complete an assessment task by the due date you must make alternative arrangements with your VET Lecturer before the due date.

Feedback will be provided by your VET lecturer on each assessment task.

The final result for this unit will be recorded as Competency Achieved (**CA**), Not Yet Competent (**NYC**) or Insufficient Participation (**IP**). The results for individual assessment tasks will be recorded as Successful (**S**) and Unsuccessful (**U**). If you are deemed Unsuccessful for a task you will be advised by your VET lecturer and given the opportunity to resubmit.

Remember that your VET lecturer is your most important contact for information about assessment. Contact details are listed on the first page.