

Evidence cards

Information Technology - ICAITS031B

Card 2 – Employer reference

The candidate has provided a statement from his current employer which says that the candidate works in a small centre and is often the only employee on site to deal with queries and assist clients. It states that the centre has a wide range of clients and he always deals with them well, conveying comprehensive technical information in a clear, concise and coherent manner. The employer is a qualified assessor. (completed Cert IV Assessment and workplace Training)

Card 3 – Audio tape

The candidate has provided a short audio tape of himself dealing with clients at the help desk at the centre. The tape has been validated by the candidate's employer. Clients were aware that the tape was being recorded and it was explained to them that it was part of a training program. The tape shows that the candidate introduced himself effectively, dealt with technical queries by clients and referred the clients appropriately to other people when he was unable to meet their needs.

Card 4 – Client testimony

The candidate has provided a copy of letter from a client at the centre thanking him for his assistance in dealing with a query that he had taken to the centre about a year ago. The letter outlined the help that had been given by the candidate.

Card 5 – Work colleague testimony

The candidate has provided a statement from a work colleague. It indicates that the candidate has worked as part of a team at the Centre. The statement indicates that the candidate had worked effectively as part of the team and was a valued team member.

Card 7 – Self-assessment

The candidate has provided a personal statement that assesses his skills and knowledge against each element in the unit of competence. The statement includes reference to specific work examples such as files notes of client interaction, copies of email and fax messages to show evidence of work completed and diary notes to support the candidate's claim of competence.

Card 8 – Demonstration of skills

The candidate has provided a copy of an observation checklist completed by a TAFE teacher during an assessment of Providing advice to clients as part of an introductory course in Office Skills (Business Services (Office Admin) , Cert 2 6 months ago.

Card 9 – Training

The candidate has provided a copy of certificates from an Introductory Program conducted by a small private provider which indicates that he participated in a 2 full day training program for Installing software applications. The course was completed 1 year ago.

Card 1 – Short course

The candidate has provided a copy of a Statement of Attainment from a TAFE Institute "Apply Problem Solving Techniques".
The course was completed 2 years ago.

Card 6 – Test results

The candidate has provided results of a test he completed as part of an introductory course for OH&S.. The candidate scored 80% in the test. The information provided is a transcript of his result.