

UNIT OF COMPETENCE: ICAITS031B Provide advice to clients	
Elements (activities)	Possible sources of evidence
Analyse client support issues <ul style="list-style-type: none"> ◦ log requests according to organisations guidelines ◦ investigates & documents client support issues ◦ checks previous logs 	Observation Questioning Evidence gathered from workplace Testimonials from customers and colleagues in the workplace Telephone Skills development Check List <ul style="list-style-type: none"> ▪ Difficulties encountered ▪ Peer assessment
Provide advice on software <ul style="list-style-type: none"> ▪ Confirm client requirements ▪ Determine advice or refer for further technical assistance ▪ Provide software advice required ▪ Provide manuals or help documentation ▪ Work 1:1 or in groups to provide advice ▪ Document upgrade or new software requirements and refer to management 	Self assessment Role play Observation Evidence gathered from the workplace
Provide advice on hardware <ul style="list-style-type: none"> ▪ determine client requirements from documents ▪ provide advice to clients ▪ provide manuals or help documentation ▪ work 1:1 or in groups to provide advice ▪ document upgrade or new software requirements and refer to management 	Diary entries Work journal Files and reports
Provide advice on network (Dot points As above)	
Obtain client feedback <ul style="list-style-type: none"> ▪ obtain client feedback to ensure requirements are met ▪ client can perform required function unassisted 	

Evidence demonstrating the total picture of the Unit of competency including:

- Dimensions of competency
- Key competencies
- AQF level
- Workplace application