

Unit 030

Customer support provision for the ICT professional

UAN:	R/602/1173
Level:	3
Credit value:	12
GLH:	60
Aim:	This unit will enable the learner to provide technical customer support and understand the processes involved in improving the way in which customers use networked ICT systems

Learning outcome
The learner will: 1. Provide technical support to customers
Assessment criteria
The learner can: 1.1 determine customer requirements for ICT systems and services support 1.2 respond to individual customer requests for technical support using different communication techniques 1.3 use manual/written or electronic methods to record details of the customer request and the outcome 1.4 obtain technical support information from other sources 1.5 record and escalate unresolved technical support requests following agreed processes.

Learning outcome
The learner will: 2. Gather and evaluate feedback from customers on improving technical support provision
Assessment criteria
The learner can: 2.1 design and use suitable tools for gathering effective feedback from customers to improve technical support provision 2.2 obtain and analyse feedback from customers 2.3 document analysis findings and propose recommendations.

Learning outcome
The learner will: 3. Implement recommended action plan
Assessment criteria
The learner can: 3.1 analyse support records or logs identifying patterns of customer support request 3.2 prepare an action plan to implement the recommendations.

Learning outcome
The learner will: 4. Provide remote technical customer support
Assessment criteria
The learner can: 4.1 determine the customers' requirements for technical support in a remote situation 4.2 use available diagnostic tools to remotely investigate and inspect a system or system components as part of a fault-finding process 4.3 guide a remote user through a fault-finding process 4.4 record the fault-finding process and the results of tests or checks reported by the customer 4.5 advise on the corrective action to be taken to restore a system to working order and to confirm problem resolution.

Learning outcome
The learner will: 5. Provide coaching in technical skills for customers
Assessment criteria
The learner can: 5.1 identify types of customer and their knowledge 5.2 identify technical skills required by the customer and prepare a coaching plan 5.3 provide coaching to the customer in technical skills 5.4 obtain feedback regarding the effectiveness of the coaching 5.5 evaluate coaching delivered and make recommendations.