ICTSAS432

Identify and resolve client ICT problems

Assessment 4 of 6

Roleplay and Portfolio

Assessor Guide

Version 1

Assessment Instructions

Task Overview

This assessment task is divided into four (4) parts. Read the scenario in Part A and complete the associated tasks in Parts B, C and D. Tasks may include roleplay recordings and demonstration of using simulated workplace systems and software tools to complete documentation.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- BF_ICT support system procedures.pdf
- BF_Third-party escalation procedure.pdf
- BF_Problem impact analysis procedure.pdf
- BF_ICT support call validation procedure.pdf

Work files from the previous Assessment 3 Portfolio

As this roleplay and portfolio assessment is a continuation of the work tasks from the Assessment 3 portfolio, you will need to have access to the following file you have worked on previously.

- BF_ICT support system database.accdb

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Part A: Scenario, resources and roleplay instructions

All tasks in this assessment refer to a simulated environment where conditions are typical of a work environment experienced in the ICT support field. The scenario relates to a fictitious business organisation called 'Bounce Fitness'.

Read the case study scenario carefully before completing the tasks in Part B.

A1. Scenario

- **Company background**

Bounce Fitness, a premier fitness centre in Australia, is a fitness and wellness centre that delivers exceptional client services. It aims to provide innovative solutions and maintain the highest standards in its service offerings. Bounce Fitness offers various programs and facilities aimed at promoting a healthy lifestyle. Some of these programs and facilities use information and communication technology (ICT) systems.

- **Your role:**

You are a newly hired technical support at Bounce Fitness. Part of your tasks is to handle Bounce Fitness' helpdesk to assist your clients with common hardware and software issues in the workplace.

A2. Special-purpose tools, equipment and resources

To carry out the assigned job tasks, you must have access to special-purpose tools and equipment such as:

- a computer installed with a reliable internet connection
- equipment and peripherals required for online collaboration (e.g. Webcam, microphone)
- ICT Support System database (e.g. via Microsoft Access)
    - **File name:** BF_ICT support system database.accdb
      Note: As this roleplay and portfolio assessment is a continuation of the work tasks from the Assessment 3 portfolio, you will need to have access to the Microsoft Access file you have worked on previously.

A3. Industry software packages,

You must use the following industry software packages to carry out the job tasks assigned to you.

- Web browsing software (e.g. Microsoft Edge, Firefox, Chrome, Safari).
- Microsoft Office software (e.g. WORD, PowerPoint, Excel).
- A PDF reader.
- Collaboration software (e.g. Microsoft Teams/Zoom/Skype).
- Microsoft Access database

A4. Organisational guidelines and procedures

- **BF_ICT support system procedures.pdf** - outlines detailed step-by-step procedures for using the ICT Support System. (e.g. Adding new ICT support staff and case records to the database)
- **BF_Third-party escalation procedure.pdf** – outlines the procedures for deciding when and how to escalate ICT issues to a third-party vendor or service provider support.
- **BF_Problem impact analysis procedure.pdf** – This document outlines the information required when determining the impact of client issues.
- **BF_ICT support call validation procedure.pdf** – outlines procedures for validating client details during a client engagement activity.

A5. Role play instructions

The general instructions for conducting the roleplay demonstrations are as follows.

Roleplay requirements:

Each customer service interaction roleplay must:

- include at least two (2) participants
  - yourself as the 'ICT Support Officer'
  - another person playing the role of the required stakeholder according to the scenario
- not exceed **2-7 minutes in duration**
- address all 'Key Observation Criteria' outlined in the assessment activity.

Participant information:

The participants required for the role play may be resourced using one (1) of the following options:

1. friends or family members, or
2. fellow students who will play the role of a team member.

Option 1: Friend/s or family member/s

- Should you complete this task with friends or family members, you must fully brief each participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so they can prepare for the recording.
- Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student/s participant

- Please contact your fellow student/s via the Discussion Forum and coordinate your roleplay with them directly.
- Fellow student/s participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so they can prepare for the recording.
- Student/s will need to state their name and the role they are playing at the meeting at the start of the recording to provide consent.

Recording instructions:

- Your role play must be recorded with all participant/s captured in a virtual room using a system such as Zoom, Skype or Teams.
- Consent to participate in the recording must be obtained from all participant/s at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, followed by all participants replying with their names and the roles they are playing to provide their consent.

"This session is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and the role they are going to play."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Part B: Roleplay - Resolve ICT problem #1

In this roleplay demonstration, you will investigate a client's ICT problem, conduct remote troubleshooting to resolve the issue and obtain the Client's feedback. You will also demonstrate using the organisation's ICT Support System database to document details of the client support activity, resolution details and feedback.

To complete this part of the assessment, you are required to:

- read the scenario carefully
- follow the roleplay instructions in Part A, section A5 of this assessment
- refer to the relevant organisational procedures outlined in Part A, section 4 of this assessment
- take responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
- use the main features and functions of digital tools (i.e. Microsoft Access, Microsoft Teams, Zoom, or Skype) as required to record client responses and roleplay demonstration.

Scenario:

Note: This scenario continues the task you've completed in Assessment 03, Portfolio, Part C.

Recall the following voicemail message you received from a client.

<Voicemail message received on [today's date] at [current time] >

"Hello, this is **George Brown** calling from Bounce Fitness. I'm experiencing some trouble accessing the internet and any network resources from my workstation. I've tried restarting my computer, but unfortunately, I'm still unable to access any online services or shared drives.

Could you please assist me in resolving this matter? I rely heavily on these resources for my work, and the disruption is affecting my productivity. If there are any troubleshooting steps I should follow or if you need additional information, please let me know.

You can reach me at +61 02 9002 1503.

Thank you, and I look forward to getting this issue resolved soon."

<End of voicemail message>

As advised by your manager, you have recently opened a new case record in the Bounce Fitness ICT Support System database to document the initial details of this specific ICT problem. You also have previously planned for the conversation with the Client by preparing a sequenced list of questions and details of knowledge base articles that would be helpful for resolving the issue.

With all the required information in hand, you will now contact the Client to resolve the issue.

Participant's briefing instructions:

Consider the following expectations and responsibilities of each role:

- **ICT Support Officer (Your role):** Initiates and engages in conversation with the Client by:
    - following the organisational procedure 'BF_ICT support call validation procedure.pdf'
    - asking questions to further determine and confirm additional information about the problem.
    - providing precise advice to the Client by referring to the knowledge base
    - resolving the Client's ICT problem by guiding the Client to take specific action while on the call.
    - obtaining feedback from the Client after solving the problem
    - confirming client requirements have been met and the issue is resolved.

- **Client:** Listens to, observes and engages in conversation by:
  - providing the following information for call validation when prompted:
    - Client name: George Brown, Employee Number: 1420015
    - Designation: HR Officer at the Human Resources Department of Bounce Fitness
    - Workstation number: BF-WK210
  - providing additional information about the problem when prompted, such as:
    - All other workstations in the department have access to the internet and network resources (e.g. shared drives, network printer) except for the Client's workstation BF-WK210.
    - The problem was only identified this morning. Yesterday, the network access was fine.
    - The Client had noticed that the wiring behind the workstation appeared to be dragged and disturbed from its original arrangement. Yesterday evening, cleaners vacuumed the office carpet floor.
  - indicating that any precise advice given had been actioned while on the call
  - confirming that the problem is resolved and requirements have been met
  - providing feedback on the problem resolution when prompted.

Note: The root cause of the problem is a disconnected network cable as a result of the vacuuming conducted by the cleaner the previous evening. During the roleplay demonstrate using troubleshooting skills to find the root cause of the problem, resolve the issue and obtain the Client's feedback.

Tasks:

As the ICT Support Officer handling the customer request, record the roleplay of the discussion between yourself and the Client by demonstrating the following 'Key Observation Criteria'.

B1. Use questioning techniques (i.e. open and closed probing questions) to:

a. confirm additional information with the Client for call validation according to the 'BF_ICT support call validation procedure.pdf'
b. seek input from the Client to determine details of the ICT problem using basic problem-solving and analytical thinking techniques
c. obtain Client feedback relevant to ICT problem resolution
d. confirm that the Client's requirements have been met.

B2. Resolve client requirements by:

a. referring to the known problems database in the 'Bounce Fitness ICT Support System'> 'Knowledge Base Details and List' for resolution details
b. providing precise problem-resolution advice and support to the Client.

B3. Respond appropriately to:

a. new information
b. client feedback.

B4. Document the required information in the case record for the Client's problem (during and after the customer service interaction) using the organisation's ICT Support System database, according to 'BF_ICT support system procedures.pdf'.
When doing this task, you must use the relevant sections of the case record, including;

a. the 'Calls' tab, to record details of the client support activity.
b. the 'Resolution', tab to record client responses and the identified resolution options. (Approximate word count: 50 – 75)
c. the 'Client Feedback' tab, to record the Client's confirmation on meeting requirements and feedback after resolving the issue. (Approximate word count: 50 – 75)
d. the 'Impact', 'Status' and 'Resolved Date' fields.

Note: Refer to the 'BF_Problem impact analysis procedure.pdf' to determine the impact of the client issue.

Important:

- Save the video recording using the following naming convention: <StudentNumber>_ICTSAS432_04_Roleplay_PartB_ddmmyyyy.
- Refer to 'Appendix 1: Observation Checklist' as a guideline to ensure that you demonstrate all required items in the video recording.
- As evidence of completing task B4, provide screenshots of the three (3) sections of the case record as outlined in 'Table 1' with the required information documented.

Evidence submission:

Upload the roleplay recording file' **<StudentNumber>_ICTSAS432_04_Roleplay_PartB_ddmmyyyy'** as part of your assessment submission.

Assessor instructions:

Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:	☐ S ☐ NYS

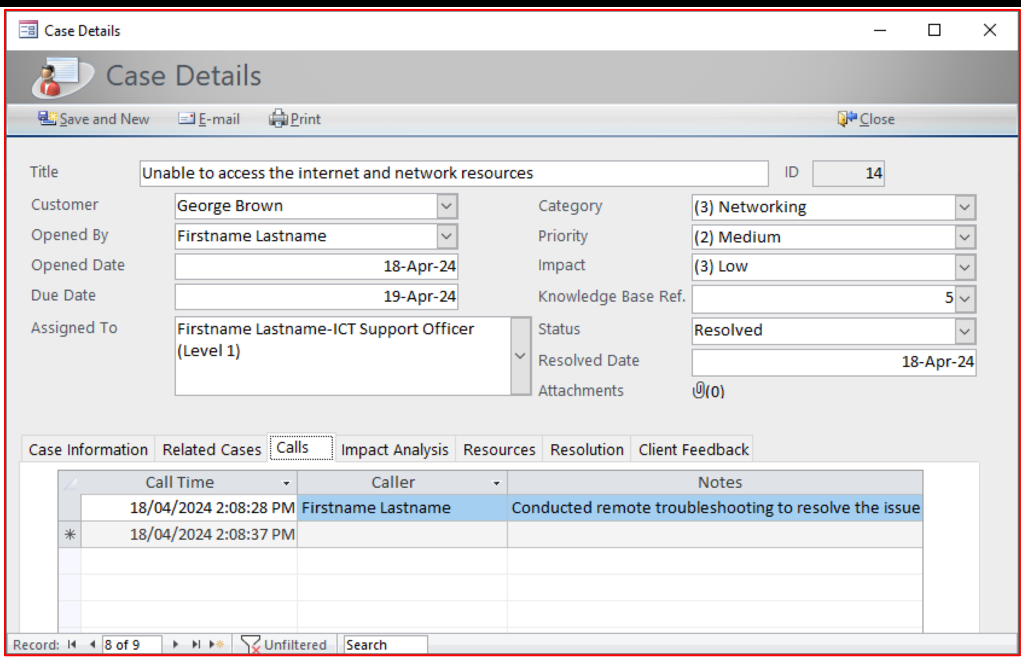
Assessors must complete 'Appendix 1: Observation Checklist' when they watch the video recording by indicating the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

The screenshots provided by the student must demonstrate their ability to:

a. record client support activities using the main features and functions of the Organisation's ICT Support System.
b. document client responses according to the organisational procedures.

Sample screenshots are given below.

Table 1 - Part B: Screenshot evidence

Criteria:	Screenshot evidence
Basic case details page, with the 'Calls' tab selected to show details of the support activity (e.g. call time, caller and notes)	 **Figure 1 - Task B4, Screenshot 1**

<table>
<tr><th>Criteria:</th><th>Screenshot evidence</th></tr>
<tr><td>Basic case details page, with the 'Resolution' tab selected.</td><td>

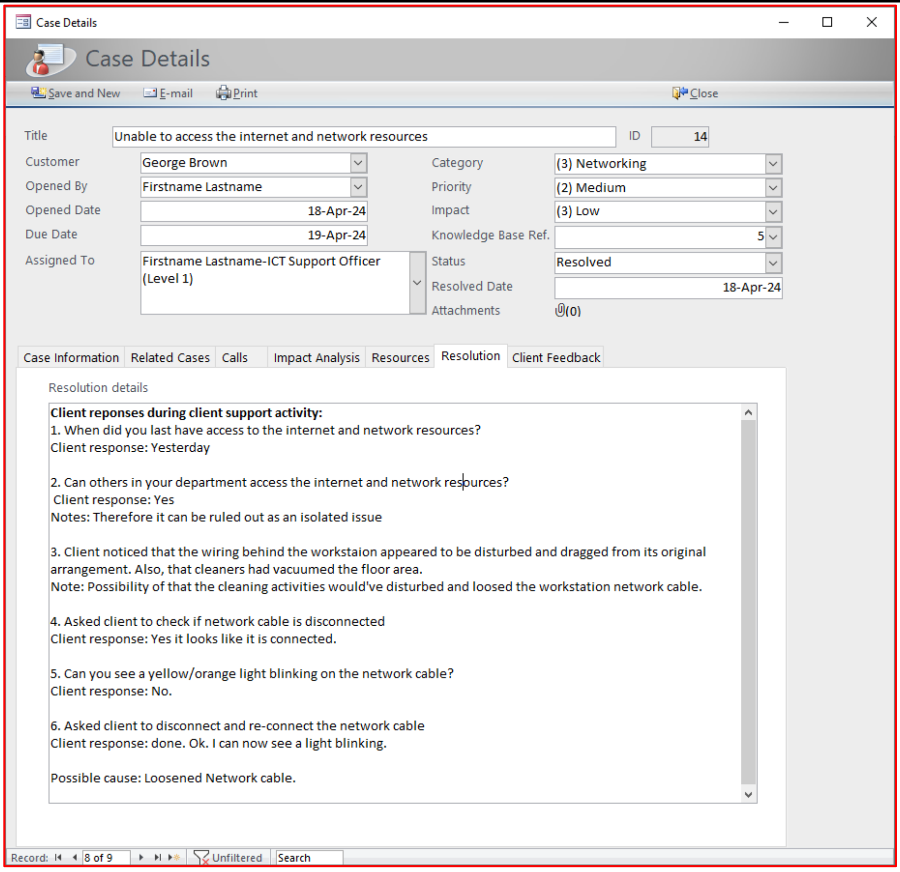


Figure 2 - Task B4 Screenshot 2

Screenshot 1 shows the details for the 'Impact', 'Status' and 'Resolved Date' fields. The 'Resolution' tab shows the documented Client's responses, notes on resolution options and details of the identified root cause.

</td></tr>
<tr><td>Basic case details page, with the 'Client Feedback' tab selected.</td><td>

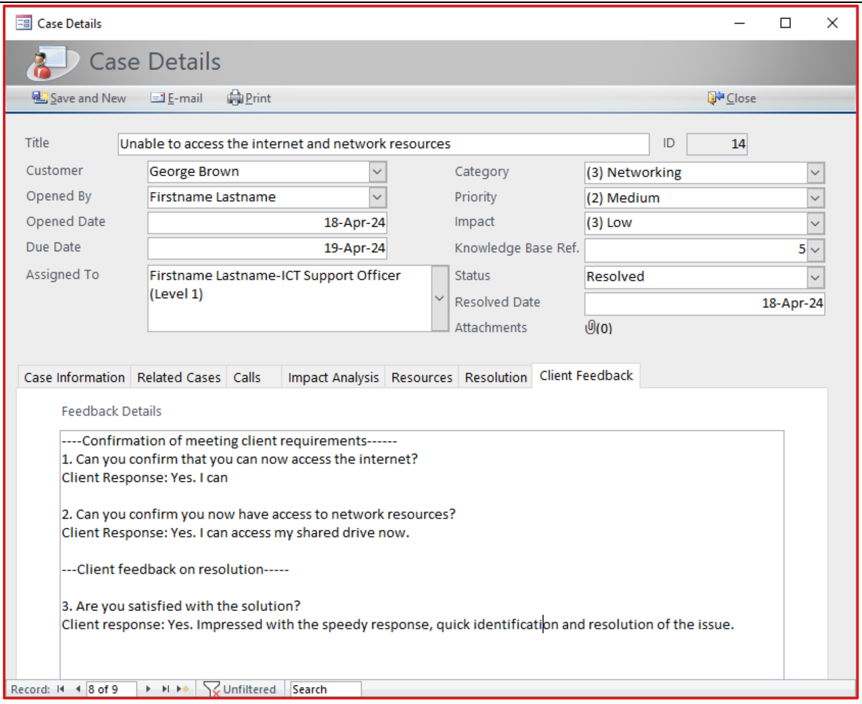


Figure 3 - Task B4, Screenshot 3

Screenshot 2 shows the documented confirmation from the Client on meeting requirements and client feedback after resolving the issue in the 'Client Feedback' tab.

</td></tr>
</table>

Part C: Roleplay - Investigate ICT problem #2

In this roleplay demonstration, you will investigate a client's ICT problem and attempt to troubleshoot the issue internally before deciding that the problem needs to be escalated to the third-party vendor for resolution. You will also document details of the client support activity and third-party escalation using the organisation's ICT Support System database.

To complete this part of the assessment, you are required to:

- read the scenario carefully
- follow the roleplay instructions provided in section 'A5. Roleplay instructions' for this assessment
- refer to the relevant organisational procedures outlined in Part A, section 4 of this assessment
- take responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
- use the main features and functions of digital tools (i.e. Microsoft Access, Microsoft Teams, Zoom, or Skype) as required to record client responses and the roleplay demonstration.

Scenario:

Note: This scenario continues the task you've completed in Assessment 03, Portfolio, Part D.

Recall the following email you received from a client.

From: jenny.taylor@bouncefitness.com.au
CC: michael.evans@bouncefitness.com.au
To: ictsupport@bouncefitness.com.au
Date and Time: Today, 10:15 AM

Subject: Urgent: CRM Software System (Salesforce) Issue

Dear ICT Support Team,

I hope this email finds you well. I am writing to report a critical issue with our Customer Relationship Management (CRM) software system (Salesforce) that requires immediate attention.

Since this morning, all department members (10 users) have been unable to access the CRM system.

As this issue is department-wide and significantly impacts our ability to perform our duties, we urgently request your assistance in investigating and resolving this matter. Please prioritise this request and provide updates on the progress and expected resolution time as soon as possible.

Please contact Michael Evans, one of our Customer Relations Officers at +61 02 9002 2854 for further information or assistance from our end to facilitate the troubleshooting process.

Thank you, and I look forward to getting this issue resolved soon."

Jenny Taylor

(Customer Relations Manager)

You have recently opened a new case record in the Bounce Fitness ICT Support System database to document the initial details of this specific ICT problem. You also have previously planned for the conversation with the Client by preparing a sequenced list of questions and details of knowledge base articles that would be helpful for resolving the issue.

With all the required information in hand, you will now contact the Client to further investigate the issue.

Participant's briefing instructions:

Consider the following expectations and responsibilities of each role:

- **ICT Support Officer (Your role):** Initiates and engages in conversation with the Client by:
  - following the organisational procedure 'BF_ICT support call validation procedure.pdf'
  - asking questions to further determine and confirm additional information about the problem.
  - providing precise advice to the Client by referring to the knowledge base
  - investigating/troubleshooting the ICT problem by guiding the Client to take specific action while on the call.
  - indicate escalation of the ICT issue to the third-party vendor.

- **Client:** Listens to, observes and engages in conversation by:
  - providing the following information for call validation when prompted:
    - Client name: Michael Evans, Employee Number: 1420020
    - Designation: Customer Relations Officer at the Customer Relations Department of Bounce Fitness
  - providing additional information about the problem when prompted, such as:
    - All others in the department cannot access the CRM as well.
    - Error message' Access Denied'.
    - User ID for accessing server logs on CRM system access: **EvansM20**
    - The error was only identified this morning at approximately 9:45 AM.
  - indicating that any precise advice (i.e. troubleshooting steps) given had been actioned while on the call.

Tasks:

As the ICT Support Officer handling the customer request, record the roleplay of the discussion between yourself and the Client by demonstrating the following 'Key Observation Criteria'.

C1. Use questioning techniques (i.e. open and closed probing questions) to:
   a. confirm additional information with the Client for call validation according to the 'BF_ICT support call validation procedure.pdf'
   b. seek input from the Client to investigate the ICT problem using basic problem-solving and analytical thinking techniques.

C2. Support the Client's ICT problem by:
   a. referring to the known problems database in the 'Bounce Fitness ICT Support System'> 'Knowledge Base Details and List' for investigating the resolution details
   b. providing precise problem-resolution advice and support to the Client including recommendations for third-party escalation as required.

C3. Respond appropriately to new information.

C4. Document the required information in the case record for the Client's problem (during and after the customer service interaction) using the organisation's ICT Support System database, according to 'BF_ICT Support system procedures.pdf'.
When doing this task, you must use the relevant sections of the case record, including;
   a. the 'Calls' tab, to record details of the client support activity.
   b. the 'Resolution tab, to record client responses and the identified resolution options, including recommendations for third-party referrals (Approximate word count: 50 – 75).
   c. the fields 'Impact' and 'Status' fields.

Note: Refer to the 'BF_Problem impact analysis procedure.pdf' to determine the impact of the client issue.

Important:

- Save the video recording using the following naming convention: <StudentNumber>_ICTSAS432_04_Roleplay_PartC_ddmmyyyy.
- Refer to 'Appendix 2: Observation Checklist' as a guideline to ensure that you demonstrate all required items in the video recording.
- As evidence of completing task C4, provide screenshots of the two (2) sections of the case record as outlined in 'Table 2' with the required information documented.

Evidence submission:

Upload the roleplay recording file' **<StudentNumber>_ICTSAS432_04_Roleplay_PartC_ddmmyyyy'** as part of your assessment submission.

Assessor instructions:

Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:	☐ S ☐ NYS

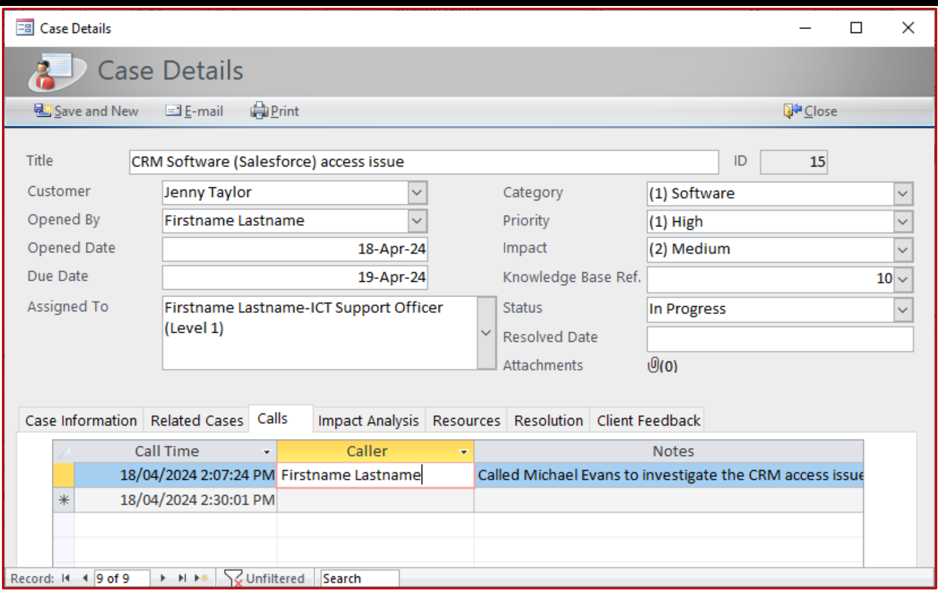
Assessors must complete 'Appendix 2: Observation Checklist' when they watch the video recording by indicating the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

The screenshots provided by the student must demonstrate their ability to:

a. record client support activities and resolution advice/options using the main features and functions of the Organisation's ICT Support System.
b. document client responses according to the organisational procedures.

Sample screenshots are given below.

Table 2 - Part C: Screenshot evidence

Criteria:	Screenshot evidence
Basic case details page, with the 'Calls' tab selected to show details of the support activity (e.g. call time, caller and notes)	 **Figure 4 - Task C4 Screenshot 1** Screenshot 1 shows the details for the 'Impact' and 'Status' fields as well as the support activity details ('Call Time', 'Caller' and 'Notes'.

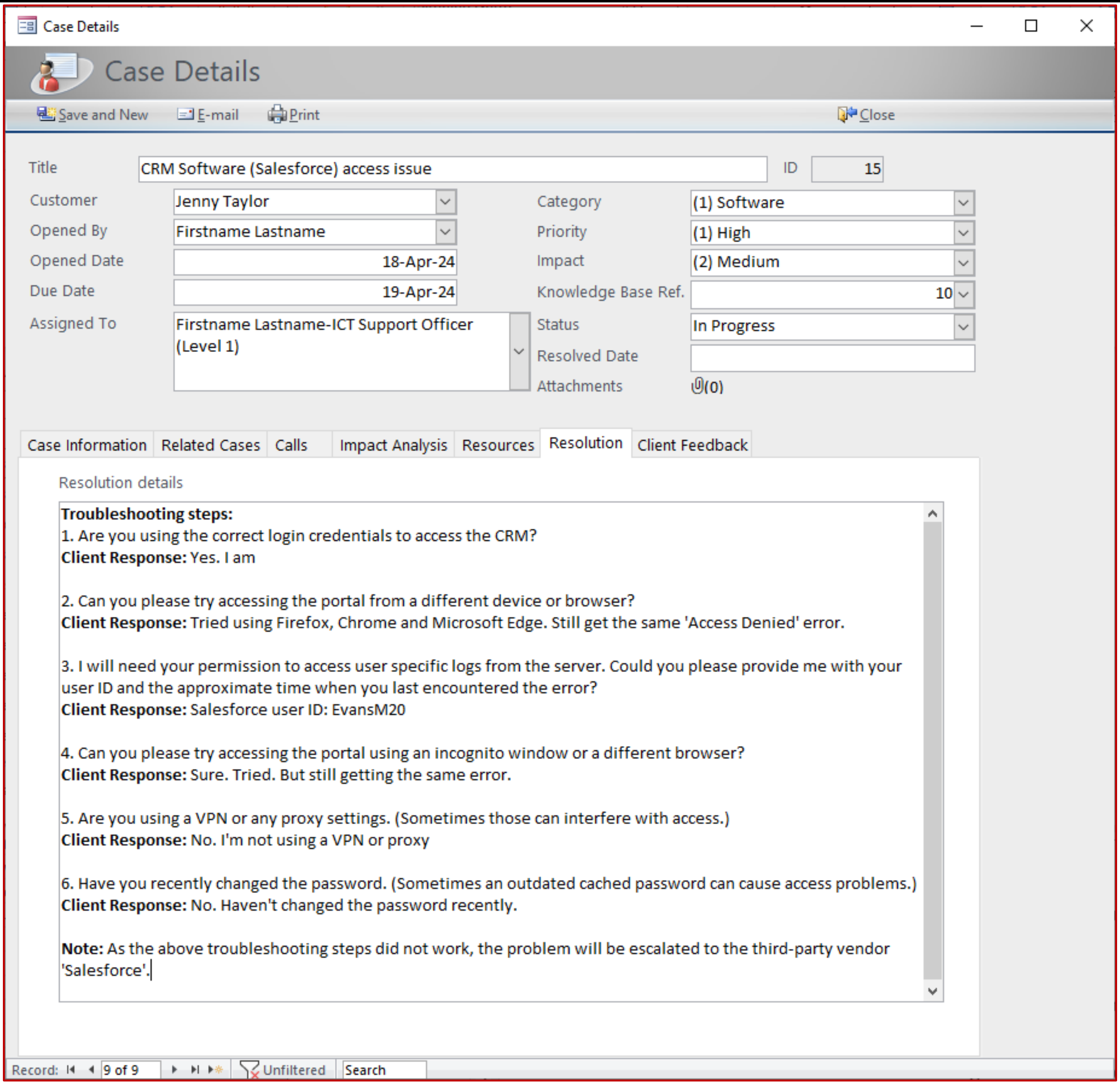
<table>
<tr><th>Criteria:</th><th>Screenshot evidence</th></tr>
<tr><td>Basic case details page, with the 'Resolution' tab selected.</td><td>


Figure 5 - Task C4 Screenshot 2

Screenshot 2 The 'Resolution' tab shows the documented Client's responses, notes on resolution options and details of the identified root cause.
</td></tr>
</table>

Part D: Roleplay - Refer ICT problem #2 to third-party service provider

In this roleplay demonstration, you will refer the Client's ICT issue (previously investigated in Part C of this assessment) to a third-party service provider for further assistance. You will provide the third party with Client and problem details and document the third-party advice and support using the organisation's ICT Support System database.

To complete this part of the assessment, you are required to:

- read the scenario carefully
- follow the roleplay instructions provided in section 'A5. Roleplay instructions' for this assessment
- refer to the relevant organisational procedures outlined in Part A, section 4 of this assessment
- take responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes

- use the main features and functions of digital tools (i.e. Microsoft Access, Microsoft Teams, Zoom, or Skype) as required to record client responses and the roleplay demonstration.

Scenario:

Note: This scenario continues the task you've completed in Part C of this assessment.

Previously, you contacted Michael Evans to investigate the problem related to CRM system access. After trying to troubleshoot the problem internally, it was decided that the issue needed to be escalated to the third-party service provider.

In addition to the information documented in the case record, your manager had provided with the following CRM system account details that will be required when referring the problem to the third party contact.

- CRM Account ID: BF-945876624
- Company Name: Bounce Fitness

Participant's briefing instructions:

Consider the following expectations and responsibilities of each role:

- **ICT Support Officer (Your role):** Initiates and engages in conversation with the third-party contact by:
  - following the organisational procedure 'BF_Third-party escalation procedures.pdf'
  - providing third party with Client and problem details as required

- **Third-party vendor contact (Edward Green):** Listens to, observes and engages in conversation by:
  - prompting the ICT Support Officer (the client representative of Bounce Fitness) to provide the following information for call validation:
    - Company Name: Bounce Fitness
    - CRM Account ID: BF-945876624
  - asking questions about the problem and investigations conducted internally such as:
    - What troubleshooting steps did you conduct when investigating the issue?
    - What specific error messages did you encounter?
    - Did you check our Knowledge base articles for solutions to similar problems?
  - indicating that any details provided of the problem are recorded and made note of.
  - reassure that their technicians will look into the issue and expect a response regarding the solution in 1 hour.

Tasks:

As the ICT Support Officer handling the customer request, record the roleplay of the discussion between yourself and the third-party vendor contact by demonstrating the following 'Key Observation Criteria'.

D1. Use the appropriate communication method and follow standard procedures when interacting with the third-party service provider according to the 'BF_ICT support call validation procedure.pdf' and 'BF_Third-party escalation procedure.pdf'.

D2. Provide the third-party service provider client and problem details as required.

D3. Use questioning techniques (i.e. open and closed probing questions) to obtain and confirm understanding

D4. Document the required information in the case record for the Client's problem (during and after the third-party vendor interaction) using the organisation's ICT Support System database, according to 'BF_ICT Support system procedures.pdf'.
When doing this task, you must use the relevant sections of the case record, including;

a. the 'Calls' tab, to record details of the client support activity related to contacting the third-party vendor
b. the 'Case Information' tab > 'New Comment' section, to record the advice and support provided by the third party (Approximate word count: 50 – 75).
c. the 'Status' field to indicate the updated status of the case record.

Important:

- Save the video recording using the following naming convention: <StudentNumber>_ICTSAS432_04_Roleplay_PartD_ddmmyyyy.
- Refer to 'Appendix 3: Observation Checklist' as a guideline to ensure that you demonstrate all required items in the video recording.
- As evidence of completing task D4, provide screenshots of the two (2) sections of the case record as outlined in 'Table 3' with the required information documented.

Evidence submission:

Upload the roleplay recording file' **<StudentNumber>_ICTSAS432_04_Roleplay_PartD_ddmmyyyy'** as part of your assessment submission.

Assessor instructions:

Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

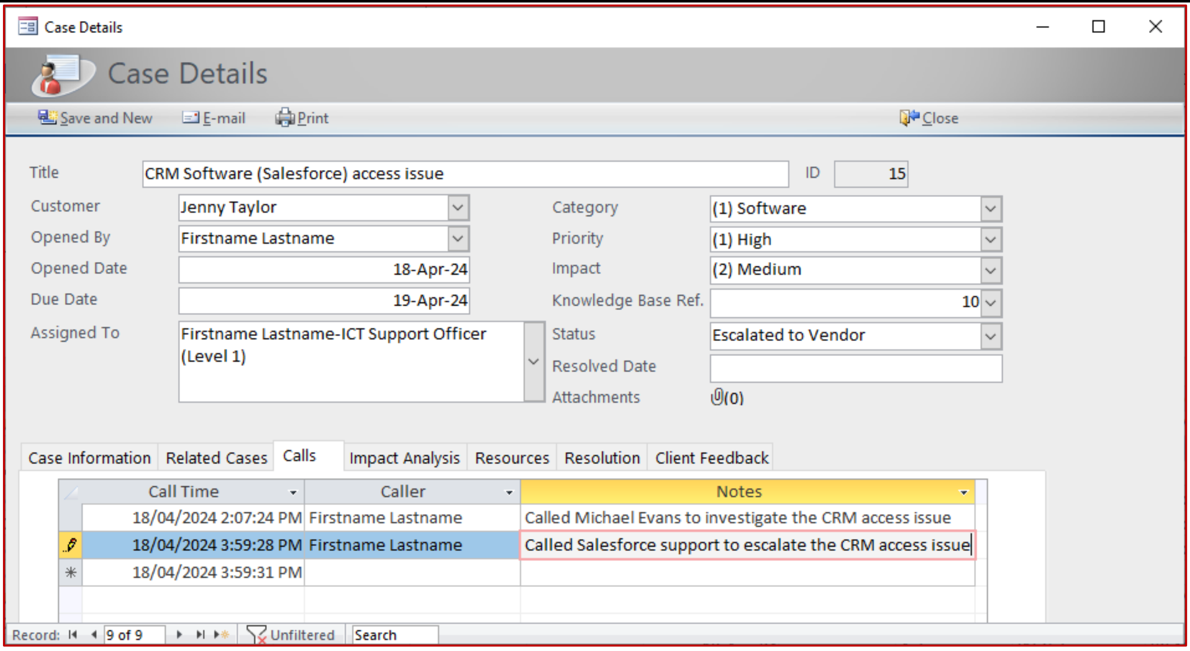
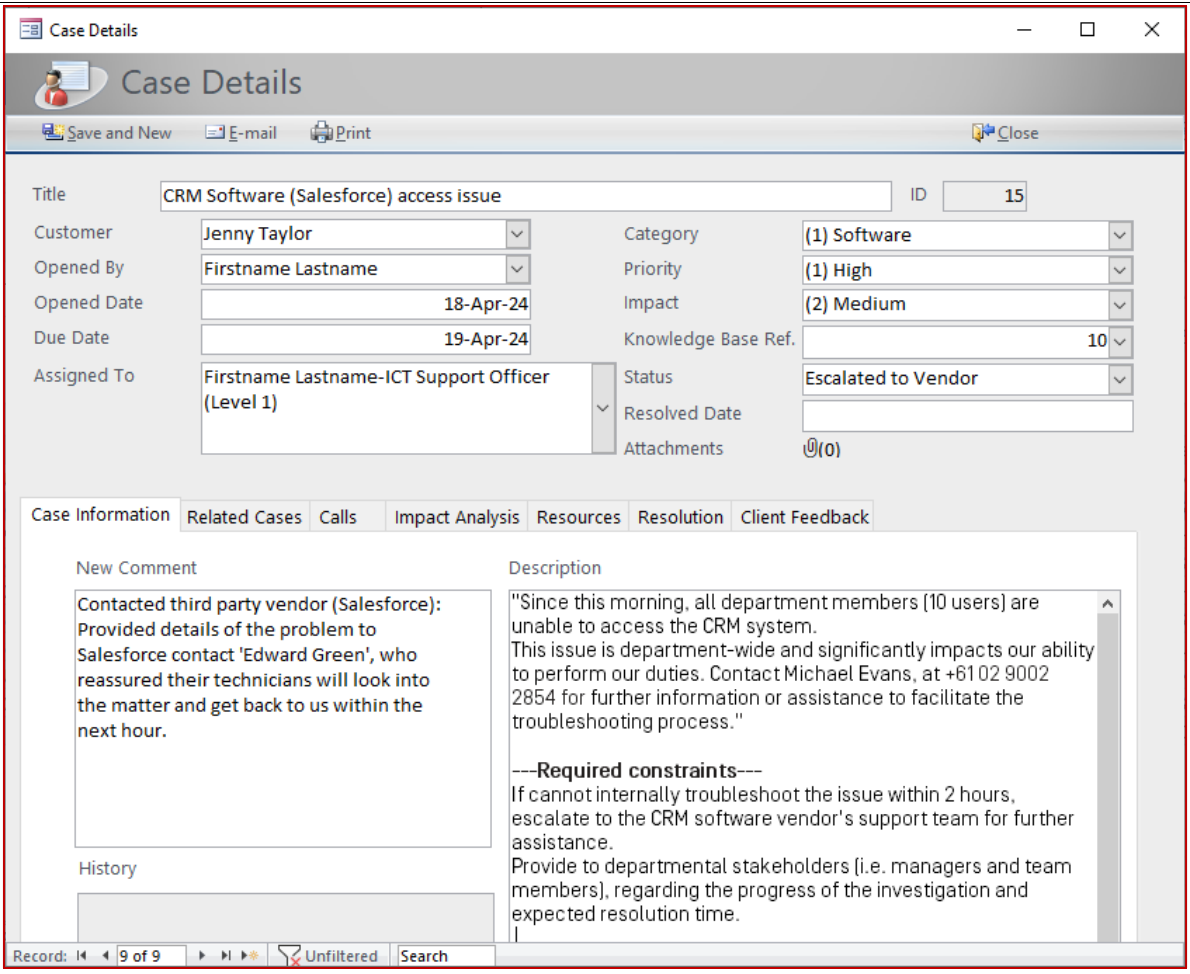
Assessor comments:	☐ S	☐ NYS

Assessors must complete 'Appendix 3: Observation Checklist' when they watch the video recording by indicating the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

The screenshots provided by the student must demonstrate their ability to record third-party support activities and resolution advice/options using the main features and functions of the Organisation's ICT Support System.

Sample screenshots are given below.

Table 3 - Part D: Screenshot evidence

Criteria:	Screenshot evidence
Basic case details page, with the 'Calls' tab selected to show details of the support activity (e.g. call time, caller and notes)	 **Figure 6 - Task C4 Screenshot 1** Screenshot 1 shows the updated details for the 'Status' field 'as 'Escalated to Vendor' as well as the support activity details for contacting the third-party vendor ('Call Time', 'Caller' and 'Notes'.)
Basic case details page, with the 'Resolution' tab selected.	 **Figure 7 - Task D4 Screenshot 2** Screenshot 2 The 'Case Information' tab, 'New Comment' shows the documented third-party support and advice

IMPORTANT: Once you have completed all tasks, save and close the Microsoft Access database file [BF_ICT support system database.accdb], as you will continue to work on this file again in the next assessment.

Appendix 1: Observation Checklist

The following observation checklist will be used by your Assessor when marking the roleplay demonstration video recording you have submitted.

You may use this checklist as a guideline to ensure that you demonstrate all required items in the video recording.

Assessor instructions

Use the following Observation Checklist to record your observations while you watch the video.

Tick off ☒ the list of sub-tasks [where applicable] as the students complete them. Once each item in the checklist is completed [as demonstrated in the video recording], indicate S/NS using the correct column of the checklist. Additional comments are to be recorded in the 'Comments' row at the bottom of the checklist. Assessor instructions are provided within each observation item [where required] in 'red'.

Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Table 4 - Observation Checklist

OBSERVATION CHECKLIST *[To be completed by the Assessor]*		Assessors are to indicate the result as Satisfactory [S] or Not yet Satisfactory [NS]	
Did the student...		Satisfactory [S]	Not yet Satisfactory [NS]
1.	Systematically conduct the conversation with the Client from start to finish following organisational procedures. The structure of the conversation is likely to include slight variations from the guidelines provided. However, an acceptable demonstration must include the following stages: 1. Begins the conversation with a greeting. 2. Validates client details 3. Introduces themselves 4. Briefly outlines the purpose/objective of the meeting/conversation. 5. Asks questions to gather information and feedback 6. Allows the Client to respond, provide feedback 7. Provides required advice to the Client 8. Ends the conversation professionally.	☐	☐
2.	Ask open and closed probing questions to: a. ☐ confirm additional information with the Client for call validation • open questions [e.g. What is your Employee ID?, What is your workstation number?, What is your role in Bounce Fitness?] • closed questions [e.g. Are you still unable to access the internet?] b. ☐ seek input from the Client regarding the ICT problem details	☐	☐

OBSERVATION CHECKLIST *[To be completed by the Assessor]*		Assessors are to indicate the result as Satisfactory [S] or Not yet Satisfactory [NS]	
Did the student...		Satisfactory [S]	Not yet Satisfactory [NS]
	• open questions [e.g. When was the last time you had network access? Is there anything else you noticed around your workstation this morning?] • closed questions [e.g. Did you notice this issue this morning? Do others in your department have access to the internet?] c. ☐ obtain client feedback relevant to ICT problem resolution. • open questions [e.g. What are your comments on the problem fix applied, or resolution?] • closed questions [e.g. Are you satisfied with the solution? Can you access the internet now?] d. ☐ confirm that the Client's requirements have been met. • open questions [e.g. Are you still experiencing any issues? Is the problem now fixed? Are you able to perform your work without any issues?] • closed questions [e.g. Does the solution provided meet your requirements?]		
3.	Respond to: a. ☐ new information The student can demonstrate this by: • paraphrasing • asking follow-up questions to encourage the speaker to provide more information for further clarification b. ☐ client feedback The student can demonstrate this by: • asking open-ended questions to encourage the speaker to provide more information for further clarification • paraphrasing • using affirmations like 'Yes', 'I agree' or 'That makes sense' to show agreement or understanding.	☐	☐
4.	Resolve the ICT problem by providing precise advice and information to the Client. The student can demonstrate this by: • referring to and quoting information from reliable sources such as *Bounce Fitness ICT Support System's knowledge base* as it may relate to the Client's problem • responding with specific information relevant to the customer's request/query/problem	☐	☐
5.	Use features and functions of digital tools to complete the roleplay task. a. ☐ Microsoft Teams/Zoom/Skype – to conduct the meeting/conversation with the Client	☐	☐

OBSERVATION CHECKLIST *[To be completed by the Assessor]*		Assessors are to indicate the result as Satisfactory (S) or Not yet Satisfactory (NS)	
Did the student…		Satisfactory (S)	Not yet Satisfactory (NS)
	• uses these tools to communicate with the Client in a digital environment. b. ☐ Microsoft Access Database (i.e. the organisation's ICT Support System) - to make notes during the customer engagement activity. • uses this tool to record client responses, support activities and feedback.		
COMMENTS (Assessor to add comments related to the achievement of the observation requirements above)			
Assessor Name: **Date:** **Assessor comments:** ☐ S ☐ NYS			

Appendix 2: Observation Checklist

The following observation checklist will be used by your Assessor when marking the roleplay demonstration video recording you have submitted.

You may use this checklist as a guideline to ensure that you demonstrate all required items in the video recording.

Assessor instructions

Use the following Observation Checklist to record your observations while you watch the video.

Tick off ☒ the list of sub-tasks (where applicable) as the students complete them. Once each item in the checklist is completed (as demonstrated in the video recording), indicate S/NS using the correct column of the checklist. Additional comments are to be recorded in the 'Comments' row at the bottom of the checklist. Assessor instructions are provided within each observation item (where required) in 'red'.

Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Table 5 - Observation Checklist

<table>
<tr><td colspan="2">OBSERVATION CHECKLIST
[To be completed by the Assessor]</td><td colspan="2">Assessors are to indicate the result as Satisfactory [S] or Not yet Satisfactory [NS]</td></tr>
<tr><td colspan="2">Did the student...</td><td>Satisfactory [S]</td><td>Not yet Satisfactory [NS]</td></tr>
<tr><td>1.</td><td>Systematically conduct the conversation with the Client from start to finish following organisational procedures.
The structure of the conversation is likely to include slight variations from the guidelines provided. However, an acceptable demonstration must include the following stages:
1. Begins the conversation with a greeting.
2. Validates client details
3. Introduces themselves
4. Briefly outlines the purpose/objective of the meeting/conversation.
5. Asks questions to gather information and feedback
6. Allows the Client to respond, provide feedback
7. Provides required advice to the Client
8. Ends the conversation professionally.
The above is a general list of the steps that indicate the structure of the conversation. The conversations conducted by the student, may have slight variations.</td><td>☐</td><td>☐</td></tr>
<tr><td>2.</td><td>Ask open and closed probing questions to:
a. ☐ confirm additional information with the Client for call validation
• open questions [e.g. What is your Employee ID?, What is your workstation number?, What is your role in Bounce Fitness?]
• closed questions [e.g. Are you still unable to access the internet?]
b. ☐ seek input from the Client regarding the ICT problem details
• open questions [e.g. When was the last time you had access to the system?]
• closed questions [e.g. Did you notice this issue this morning? Do others in your department have access to the system?]</td><td>☐</td><td>☐</td></tr>
<tr><td>3.</td><td>Respond to new information
The student can demonstrate this by:
• paraphrasing
• asking follow-up questions to encourage the speaker to provide more information for further clarification</td><td>☐</td><td>☐</td></tr>
<tr><td>4.</td><td>Investigate the ICT problem:
a. ☐ by providing precise advice and information to the Client.
The student can demonstrate this by:
• responding with specific information relevant to the customer's request/query/problem</td><td>☐</td><td>☐</td></tr>
</table>

OBSERVATION CHECKLIST *[To be completed by the Assessor]*		Assessors are to indicate the result as Satisfactory (S) or Not yet Satisfactory (NS)	
Did the student…		Satisfactory (S)	Not yet Satisfactory (NS)
	• referring to and quoting information from reliable sources such as *Bounce Fitness ICT Support System's knowledge base* as it may relate to the Client's problem. b. ☐ by recommending third-party escalation as a problem resolution. The student can demonstrate this by: • recommending escalation of the problem to the relevant third-party vendor support. • responding with specific information outlined in the 'BF_Third-party escalation procedures.pdf' document		
5.	Use features and functions of digital tools to complete the roleplay task. a. ☐ Microsoft Teams/Zoom/Skype – to conduct the meeting/conversation with the Client • uses these tools to communicate with the Client in a digital environment. b. ☐ Microsoft Access Database (i.e. the organisation's ICT Support System) - to make notes during the customer engagement activity. • uses this tool to record client responses, support activities and feedback.	☐	☐
COMMENTS (Assessor to add comments related to the achievement of the observation requirements above)			
Assessor Name: **Date:** **Assessor comments:**		☐ S	☐ NYS

Appendix 3: Observation Checklist

The following observation checklist will be used by your Assessor when marking the roleplay demonstration video recording you have submitted.

You may use this checklist as a guideline to ensure that you demonstrate all required items in the video recording.

Assessor instructions

Use the following Observation Checklist to record your observations while you watch the video.

Tick off ☒ the list of sub-tasks (where applicable) as the students complete them. Once each item in the checklist is completed (as demonstrated in the video recording), indicate S/NS using the correct column of the checklist. Additional comments are to be recorded in the 'Comments' row at the bottom of the checklist. Assessor instructions are provided within each observation item (where required) in 'red'.

Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Table 6 - Observation Checklist

OBSERVATION CHECKLIST *(To be completed by the Assessor)*		Assessors are to indicate the result as Satisfactory (S) or Not yet Satisfactory (NS)	
Did the student...		Satisfactory (S)	Not yet Satisfactory (NS)
1.	Systematically conduct the conversation with the third-party vendor contact from start to finish following organisational procedures. The structure of the conversation is likely to include slight variations from the guidelines provided. However, an acceptable demonstration must include the following stages: 1. Begins the conversation with a greeting. 2. Introduces themselves 3. Responds appropriately to third-party account/client validation questions 4. Briefly outlines the purpose/objective of the meeting/conversation. 5. Provides required problem details to the third-party contact 6. Asks questions to obtain more information about the resolution options and timelines. 7. Ends the conversation professionally.	☐	☐
2.	Provide client and problem details to the third-party service provider as required. The student can demonstrate this by: • responding with specific information relevant to client details (as the client representative of Bounce Fitness) and details of the ICT problem • by detailing the internal troubleshooting steps carried out to verify the issue • referring to and quoting information from reliable sources such as *Bounce Fitness ICT Support System's knowledge base* as it may relate to the problem.	☐	☐
3.	Ask open and closed probing questions to seek input from the third-party vendor regarding the resolution details of the ICT problem. • open questions (e.g. When do you think this problem will get resolved? How long will it take to resolve?) • closed questions (e.g. Can this problem be resolved today?)	☐	☐
4.	Use features and functions of digital tools to complete the roleplay task. a. ☐ Microsoft Teams/Zoom/Skype – to conduct the meeting/conversation with the Client • uses these tools to communicate with the Client in a digital environment.	☐	☐

OBSERVATION CHECKLIST *[To be completed by the Assessor]*		Assessors are to indicate the result as Satisfactory [S] or Not yet Satisfactory [NS]	
Did the student…		Satisfactory [S]	Not yet Satisfactory [NS]
	b. ☐ Microsoft Access Database [i.e. the organisation's ICT Support System] - to make notes during/after the conversation with the third-party contact. • uses this tool to record client responses, support activities and feedback.		

COMMENTS [Assessor to add comments related to the achievement of the observation requirements above]
Assessor Name: **Date:** **Assessor comments:** ☐ S ☐ NYS

Appendix 4: Assessment submission checklist

Students must have completed all case studies within this assessment before submitting. This includes:

Part B: Roleplay – Resolve ICT problem #1		
B1-4	Video/audio recording: <StudentNumber>_ICTSAS432_04_Roleplay_PartB_ddmmyyyy. Three [3] screenshots of the case [problem] record as documented in the ICT Support System database.	☐
Part C: Roleplay – Investigate ICT problem #2		
C1-4	Video/audio recording: <StudentNumber>_ICTSAS432_04_Roleplay_PartC_ddmmyyyy. Two [2] screenshots of the case [problem] record as documented in the ICT Support System database.	☐
Part D: Roleplay – Refer ICT problem #2 to third-party service provider		
D1-4	Video/audio recording: <StudentNumber>_ICTSAS432_04_Roleplay_PartD_ddmmyyyy. Two [2] screenshots of the case [problem] record as documented in the ICT Support System database.	☐

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor Name: **Date:** **Assessor comments:** ☐ S ☐ NYS

Congratulations, you have reached the end of Assessment 4!