Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Core Skills

<table>
<thead>
<tr>
<th>Title</th>
<th>Keep user/client informed of status of work</th>
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<tr>
<td>Code</td>
<td>107866L2</td>
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**Range**
This unit of competency applies to IT personnel who provides work status to users or clients where users can be different categories of internal and/or external. The type of work can be: support, installation, maintenance work or production work. The format and the timing of work status depends on the type of work and length of work which the practitioners need to judge.

<table>
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<tr>
<th>Level</th>
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<td>Credit</td>
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**Competency**

**Performance Requirements**

1. Knowledge for keeping user/client informed of status of work
   - Possess good communication and interpersonal skills
   - Possess good written skills
   - Possess basic knowledge of the organisation’s guideline for customer support
   - Understand and appreciate the importance of providing work status

2. Keep user/client informed of status of work
   - Comprehend the organisation's guidelines and procedures for customer service and understand why the need to keep user/client informed of work status, included but not limited to the following reasons:
     - Trigger start of work or signify end of work
     - Allow user/client to plan:
       - their schedule
       - contingencies
     - Provide transparency of work
     - Personal professionalism
     - Organisation’s image
     - Select the appropriate format and length of work status, including but not limited to the following:
       - Formal project report
       - Verbal (face to face, phone call, recorded message, etc.)
       - Simple sign (nod of the head, thumbs up, etc.)
       - Short written note (on standard form, email, plain paper, etc.)
     - Determine appropriate time to communicate the work status
       - Start of work
       - End of work
       - Different stages/phases of work
     - Determine the level of detail for the communication of work
     - While communicating the work status, ensure the user/client:
       - Receive the reported status
       - Understand the reported status

3. Exhibit professionalism
   - Always protect the interest and image of the organisation
   - Always ensure user/client aware of the status of the work

**Assessment Criteria**
The integrated outcome requirements of this UoC are the abilities to:
   - Understand the importance of keeping user/client informed of work status
   - Provide work status to user/client in the correct format, correct level and at appropriate time

**Remark**